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Assessing MoDOT's Efforts to Provide the Right Transportation Solution

Prepared by Heartland
Market Research LLC and
Missouri Department of
Transportation

**Assessing MoDOT's Efforts to Provide the
Right Transportation Solution**

TRACKER Measure 9i

For Fiscal Year 2009

Project Number: RI08-017

by

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HEARTLAND
MARKET RESEARCH LLC

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The opinions, findings, and conclusions documented in this report are those of the principal investigator. They are not necessarily those of the Missouri Department of Transportation, the United States Department of Transportation, nor the Federal Highway Administration. This publication does not constitute a standard or regulation.

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16. Abstract The basic research design for the project was to sample opinions on a variety of projects spread across the state. When available, a small, medium, and large project from each of the ten MoDOT districts was selected by a regional manager for the project for a total of 30 projects. The sample included 400 addresses per project area for a total of 12,000 Missouri addresses being mailed a copy of the survey. A supplemental sample of 50 respondents were recruited, in person, to measure the satisfaction of Kansas residents who were also impacted by one of the projects. Each survey was focused on one of 30 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive.			
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Executive Summary

The Missouri Department of Transportation (MoDOT) has developed the Tracker system to assess performance with tangible results to help MoDOT “provide a world-class transportation system that delights our customers.” The Tracker system includes the concept of “Fast projects that are of great value,” and an important aspect of this measure is whether Missourians view MoDOT projects as the right transportation solution. To assess customer satisfaction with MoDOT projects, a mail survey was conducted in fall 2008 by Heartland Market Research LLC. 2,697 respondents returned a valid survey questionnaire so the general margin of error for the analysis is plus or minus 1.93 percent. This compares to 2,361 surveys received in the previous year.

The basic research design for the project was to sample opinions on a variety of projects spread across the state as was done in the previous fiscal year. When available, a small, medium, and large project from each of the ten MoDOT districts was selected by a regional manager for the project for a total of 30 projects. In a few instances the regional managers made substitutions as appropriate, such as submitting two medium projects when a large project was not available. Then Heartland drew a sample of residents from one or more ZIP code areas as appropriate for each project which was reviewed by the appropriate MoDOT district. The sample included 400 addresses per project area for a total of 12,000 Missouri addresses being mailed a copy of the survey. Despite this effort to keep the number of addresses even across the districts and projects, the response rate varied by project area. Fifty additional responses were obtained from Pittsburgh, Kansas to fulfill a MoDOT request for Project M7.

Each survey was focused on one of 30 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive. In addition, two questions were asked about the overall value of the particular project and the respondents were given the opportunity to provide comments regarding the project.

Table 1: Summary of Key Indicators by Project and District

District	Project	Very Familiar with Roadway	Safer	More Convenient	Less Congested	Easier to Drive	Better Marked	Right Transportation Solution
1	L1	86.5%	98.7%	90.9%	60.0%	96.3%	93.2%	94.4%
	M1	83.6%	100.0%	99.0%	90.9%	100.0%	99.0%	100.0%
	S1	69.0%	96.9%	90.5%	65.0%	93.3%	78.3%	97.0%
	Total	82.2%	99.1%	95.2%	77.3%	97.7%	94.4%	97.6%
2	L2	88.5%	98.9%	100.0%	98.9%	100.0%	92.8%	97.7%
	M2	91.5%	97.4%	96.0%	79.3%	100.0%	99.0%	92.0%
	S2	96.5%	98.8%	97.6%	94.7%	97.5%	95.0%	97.5%
	Total	92.0%	98.3%	97.8%	90.9%	99.3%	95.9%	95.4%
3	L3	92.3%	93.1%	79.6%	91.4%	91.9%	87.6%	94.1%
	M3	71.6%	85.1%	84.1%	71.6%	81.2%	85.1%	84.9%
	S3	82.6%	91.5%	78.2%	79.6%	87.7%	92.6%	91.5%
	Total	83.1%	90.2%	80.6%	82.2%	87.6%	88.0%	90.6%
4	L4	43.2%	100.0%	100.0%	82.4%	95.2%	95.0%	95.2%
	M4	75.0%	95.7%	82.5%	46.0%	98.7%	95.9%	95.7%
	S4	77.2%	97.6%	93.1%	64.4%	97.6%	95.1%	94.7%
	Total	70.3%	97.1%	89.9%	59.5%	97.8%	95.4%	95.2%
5	M5a	94.0%	96.7%	98.3%	92.5%	96.5%	99.1%	95.1%
	M5b	74.0%	93.6%	92.9%	92.4%	93.3%	94.9%	93.3%
	S5	77.2%	100.0%	97.0%	95.4%	97.1%	95.2%	98.6%
	Total	83.2%	96.5%	96.3%	93.2%	95.6%	96.8%	95.4%
6	L6	74.8%	96.1%	95.4%	93.5%	94.3%	82.5%	97.0%
	M6	76.7%	98.6%	93.2%	93.1%	94.6%	93.9%	97.0%
	S6	60.0%	100.0%	60.0%	34.6%	55.6%	77.8%	94.3%
	Total	72.2%	97.7%	90.3%	85.9%	89.4%	85.7%	96.6%
7	L7	86.5%	93.3%	83.7%	94.5%	91.0%	85.9%	92.0%
	M7	62.6%	89.5%	84.4%	58.5%	90.6%	96.8%	86.0%
	S7	83.3%	82.4%	66.0%	60.0%	74.0%	87.5%	76.4%
	Total	75.8%	89.4%	80.0%	73.5%	87.2%	90.7%	86.0%
8	L8	78.4%	98.9%	100.0%	98.9%	98.9%	85.2%	100.0%
	M8	52.8%	100.0%	96.7%	98.4%	96.8%	98.3%	98.3%
	S8	85.6%	93.4%	90.1%	68.8%	95.7%	97.7%	93.2%
	Total	74.4%	97.1%	95.7%	89.7%	97.1%	93.4%	97.0%
9	L9	93.9%	95.9%	94.4%	100.0%	97.8%	95.5%	100.0%
	M9	60.0%	88.0%	91.1%	78.6%	93.5%	95.7%	90.9%
	S9	90.1%	89.0%	78.7%	53.2%	83.3%	67.2%	93.3%
	Total	84.6%	91.7%	88.8%	82.6%	92.4%	87.0%	95.7%
10	M10a	92.5%	100.0%	96.1%	72.9%	98.9%	97.8%	98.9%
	M10b	72.0%	93.5%	96.3%	66.7%	95.3%	93.1%	96.8%
	S10	81.4%	97.6%	97.3%	93.9%	92.5%	89.2%	100.0%
	Total	82.9%	97.4%	96.4%	76.1%	96.4%	94.6%	98.4%
Unknown		65.4%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%
Grand Total:		80.2%	95.4%	91.2%	82.7%	94.2%	92.3%	94.6%

For the first time, comments were solicited as part of the Right Transportation Solution survey. These comments were digitized and appear exactly as they were written as the last appendix of this report.

The overall results show that most Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. 92.8% of the respondents were either “very” or “fairly” familiar with the project roadway. 69.2% of the respondents were regular users of the affected roadway (defined as using it at least once per week). The majority of respondents thought that the project made the roadway safer (95.4%), more convenient (91.2%), less congested (82.7%), easier to drive (94.2%), better marked (92.3%), and was the right transportation solution (94.6%).

Background

MoDOT's mission is to "provide a world-class transportation system that delights our customers." The public's perception of MoDOT's performance is crucial to the long-term success of the agency, and an important aspect of the Tracker measure is whether Missouri citizens view MoDOT projects as the right transportation solution. The Tracker system assesses tangible results related to MoDOT's mission, and one of the tangible results is the concept of "Fast projects that are of great value." An element of this measure is an assessment of customer satisfaction with these projects.

In the fall of 2006, MoDOT commissioned the Institute of Public Policy at the University of Missouri Columbia to design and implement a new survey to measure and capture this measure. This was done and a report was provided to MoDOT in January 2007. The introduction to this section is from that report. In the fall of 2007, MoDOT commissioned Heartland Market Research LLC to implement the same survey with a new set of projects. The intention was to model the FY08's survey and methodology on the previous experience, and also make incremental improvements where feasible.

For FY09, the survey was significantly revised based on the experience from the previous year. The key questions were kept, but many of the auxiliary questions (such as *Approximately how many miles do you drive per year?*) were dropped as they had not proved to be key factors in respondent satisfaction. This survey space was reclaimed for three new survey questions, including an comment questions. These comments were digitized and a copy appears at the end of this report. The intention of these three new questions is to help MoDOT better understand and address the needs of their constituents. The report format was significantly changed based upon feedback from last year's report in an attempt to present the information in way that is more useful to the various MoDOT stakeholders for whom it is intended.

Project Descriptions and Locations

The descriptions listed below were printed on the appropriate surveys for each project. These descriptions were initially provided by MoDOT, sometimes adjusted by the PI if it was thought that the respondents might have questions, and then the descriptions were reviewed, and sometimes adjusted, by the appropriate district contact. The surveys were sent to one or more zip codes as was thought appropriate for each project.

District	Project	Description	Zip Codes
Northwest	L1	Interstate 35 in Harrison County. Asphalt resurfacing of driving lanes and shoulders, upgrade pavement markings, signing and guardrail. Project utilized hot-in-place recycling method to improve pavement structure.	64424, 64426, 64442, 64481
Northwest	M1	Route 6 in Daviess County. Replace bridges over Muddy Creek and Brushy Creek on a new 3.5-mile relocated alignment. Project included 8-foot asphalt shoulders, box culvert extension, rumble stripes and intersection improvements at Route K.	64640, 64648
Northwest	S1	Route I-229 in Buchanan County. This project replaced bridge expansion joints on viaduct along the Missouri River in St. Joseph.	64501, 64503, 64504, 64505, 64506, 64507
North Central	L2	Route 63 in Adair and Macon Counties. This expansion project added approximately four miles of new lanes to complete the four-lane facility between Macon and Kirksville. Opened to traffic in November 2007 and completed one month later.	63501, 63530, 63549, 63552
North Central	M2	Route 36 in Linn/Livingston Counties. This project provided pavement resurfacing and bridge rehabilitations on both the eastbound and westbound lanes between Brookfield and Chillicothe. Several narrow-lane sections were widened to provide standard 12-foot lane widths. Rumble strips were provided throughout the project length. Project was completed in November 2007.	64601, 64628, 64651, 64659, 64688
North Central	S2	The intersection of Route 65 and College Avenue in Marshall. This project, which was completed in October 2007, added turn lanes and upgraded signals.	65340

District	Project	Description	Zip Codes
Northeast	L3	Route C/U.S. Route 61 interchange in Moscow Mills, Lincoln County. With more than 40,000 cars a day traveling on Route 61 through Moscow Mills, the interchange allows safer access on and off this major highway and eliminated three at-grade crossovers. This project was completed in the summer of 2008.	63362
Northeast	M3	Route U and Mette Road along U.S. Route 61 in Lincoln County. The improvement was a temporary solution (in advance of construction of a new interchange next year) to allow safer access for this major highway traveled by more than 40,000 cars a day. Modifications were made to the design of this improvement following a significant and quick public involvement process.	63362
Northeast	S3	Two bridges on Route C in Lincoln County. MoDOT worked closely with community residents and businesses to identify dates and times when traffic would be less inconvenienced by short-term closures during the Route C hydro-demolition project on the eastern edge of Moscow Mills. The project was completed in August 2008.	63362
Kansas City Area	L4	I-29 south to the Southwest Trafficway bridge. Milling and asphalt overlay on the driving surface and rehabilitation of bridges on the west leg of downtown loop, with some restriping on the east side of the loop to improve traffic flow. The project was completed and opened to traffic in October 2007.	64116
Kansas City Area	M4	Route 13 in Johnson and Henry Counties. Asphalt overlay of the driving surface and shoulders from Route DD in Johnson County to 3 miles south of Route N in Henry County. Improvements included adding rumble stripes for both the edgelines and centerlines. Project was completed in early November 2007.	64093, 64735, 64761
Kansas City Area	S4	Route 2 in Cass County. An asphalt overlay of the driving surface from the Kansas state line to Route 7 in Harrisonville, which included paving shoulders, adding rumble stripes for both the edgelines and centerlines, and adding spacious turn lanes at Kurzweil Road in front of Cass-Midway School. Completed in November 2007.	64701, 64734, 64746

District	Project	Description	Zip Codes
Central	M5a	Route 5 in Morgan County. This was a cost-share project with the City of Laurie to widen 0.9 miles of existing Route 5 to three lanes through town to improve capacity and reduce congestion. The work included grading and paving to construct a center turn lane from Route O to 0.9 miles south of Route O in Laurie. The project was completed in the Spring of 2007.	65037
Central	M5b	The bridge over the Lamine River on Route 135 in Cooper County. The project provided a new, wider bridge and approach roadway with 12-foot lanes and 2-foot shoulders. It is located 1.04 miles south of Route N in Cooper County at the Lamine River. The length of the project was 0.9 miles. The project was completed in the Spring of 2008.	65276, 65348
Central	S5	The Route F bridge over Miller Creek located 2 miles east of Route J in Callaway County. The project provided a new wider bridge and approach roadway with 12-foot lanes and 2-foot shoulders. The project was completed in the Fall of 2007.	65251
St. Louis Area	L6	I-70 and Route 94 interchange in St. Charles. This \$18 million project replaced a diamond interchange at with a single-point urban interchange. It also improved approaches to the interchange, built a roundabout on the northern side of the I-70 outer road and constructed two tunnels to improve traffic flow along the outer roads. It was completed in April 2008.	63303
St. Louis Area	M6	Dougherty Ferry Road Bridge over I-270. This three-month, \$6.1 million project widened the bridge from four lanes to seven lanes. It added an additional left turn lane from northbound I-270 to westbound Dougherty Ferry and an additional right turn lane from northbound I-270 to westbound Dougherty Ferry. It also added an additional lane on westbound Dougherty Ferry between I-270 and Des Peres Road. Project was completed in August 2007.	63122, 63131

District	Project	Description	Zip Codes
St. Louis Area	S6	The guard cables on I-55 between Route M and Route 67. Citizens for Safe Medians donated \$55,000 to MoDOT specifically for guard cable work. MoDOT accepted the donation and committed to use the money on the next I-55 guard cable project. MoDOT and its contractor have installed guard cable in the median of I-55 in all the remaining gap areas along the interstate . Construction began in November 2007 and was completed as promised in May 2008.	63052
Southwest	L7	Four-lane relocation of Route 13 through the community of Collins, including construction of an interchange at US Route 54. This is the last of the projects constructed to establish four lanes between Kansas City and Springfield. This project was completed on time and opened to traffic on May 19, 2008.	64738, 64763, 64776, 65613, 65674
Southwest	M7	Route 171 from the Kansas state line to Route Z at Carl Junction. The route was resurfaced and shoulders were added. Opened to traffic November 9, 2007.	64832, 64834, 66762
Southwest	S7	Route 18 (Main Street) from East Lexington Avenue to Kentucky Avenue in Adrian. This reconstruction project was cost-shared with the City of Adrian. Opened to traffic November 30, 2007.	64720
Springfield Area	L8	I-44/US 65 interchange in Greene County. This project included a new northbound Route 65-to-westbound I-44 "flyover" ramp; the northbound Route 65 bridge over I-44 was replaced and the northbound Route 65-to-eastbound I-44 and the southbound Route 65-to-westbound I-44 ramps were rebuilt. Adjacent pavement was also rebuilt as needed. Project cost: \$25 million. The project was completed on November 15, 2007.	65648, 65757, 65803, 65804, 65809
Springfield Area	M8	West Bypass (Route 160) between I-44 and Chestnut Expressway (Loop 44). The entire roadway was resurfaced, restriped, and widened to four lanes with left-turn lanes. This project completed a 10-year series of projects to widen West Bypass (Route 160) to four lanes between Route 60 in south Springfield and I-44 in north Springfield. Project cost: \$12.8 million. The project was completed on November 16, 2007.	65802, 65804, 65807, 65809, 65810
Springfield Area	S8	Route 54 was resurfaced and shoulders built between Route D at Preston in Hickory County and a point east of Route 73 in Camden County. Project cost: \$4 million. The project was completed on November 29, 2007.	65732, 65786

District	Project	Description	Zip Codes
South Central	L9	Route 60 in Carter County. This 5.9-mile project extended from 1.2 miles west of Route M to 2 miles east of Business 60 East (Van Buren Bypass). The project included lane additions and the construction of a bridge over the Current River in Van Buren. Completed in June 2007, it was funded through Amendment 3 at a total cost of nearly \$16 million.	63965
South Central	M9	Route 63 in Phelps County. This 13.42-mile project extends from the intersection of Route CC in Rolla to 3.6 miles south of the Little Piney River. The project included resurfacing and striping for climbing and passing lanes. Completed in August 2008, the project was part of the Better Roads, Brighter Future initiative and cost \$5.6 million.	65401
South Central	S9	Route 106 in Shannon County. This project is located near the intersection of Routes 106 and E, approximately 4 miles west of Eminence. A pavement slide had occurred due to ground saturation following heavy rains in March. Emergency repairs began in early April and the project was completed by May 16. The road remained closed while repairs were made. A temporary bypass was constructed with the help of the county and the Missouri Department of Conservation.	65466
Southeast	M10a	Route 53 in Butler County. The project provided for widening and resurfacing of the driving lanes and construction of asphalt shoulders beginning at the southern city limits of Qulin and ending at the southern city limits of Campbell. The length of work on Route 53 was 13.9 miles and only portions of the roadway were closed during asphalt resurfacing operations. The project was completed in late summer of 2008.	63933, 63961
Southeast	M10b	Route I-55 in Perry County. This project provided asphalt resurfacing of the northbound lane of Route I-55 from the Route B interchange at Biehle to the Route T overpass bridge just north of Perryville. The length of work on Route I-55 was 7.5 miles and only portions of the roadway were closed during asphalt resurfacing operations. The project was completed in late summer of 2008.	63775

District	Project	Description	Zip Codes
Southeast	S10	Two bridges on Route D in New Madrid County between Parma and Catron. This project was part of MoDOT's ongoing efforts to improve bridges in southeast Missouri. One bridge was entirely replaced while the other bridge was rehabilitated by constructing a new deck. Both bridges were closed during construction. The project was completed in early Fall of 2008.	63833, 63862, 63870

Respondents

400 unique people were mailed a survey for each one of thirty unique projects for a total of 12,000 mailed surveys. 2,647 surveys were returned via US mail, for a gross response rate of 22.1% (compared to last year's gross response rate of 20.4%). Fifty additional surveys were obtained directly from participants in Pittsburgh, Kansas to fulfill a MoDOT request for Project M7.

Table 2: Gross Response Rate by Project and District

District	Project	Mailed	Responses	Gross Response Rate
1	L1	400	91	22.8%
	M1	400	114	28.5%
	S1	400	43	10.8%
	Total	1200	248	20.7%
2	L2	400	98	24.5%
	M2	400	123	30.8%
	S2	400	87	21.8%
	Total	1200	308	25.7%
3	L3	400	105	26.3%
	M3	400	82	20.5%
	S3	400	72	18.0%
	Total	1200	259	21.6%
4	L4	400	38	9.5%
	M4	400	81	20.3%
	S4	400	96	24.0%
	Total	1200	215	17.9%
5	M5a	400	134	33.5%
	M5b	400	107	26.8%
	S5	400	82	20.5%
	Total	1200	323	26.9%
6	L6	400	112	28.0%
	M6	400	88	22.0%
	S6	400	57	14.3%
	Total	1200	257	21.4%
7	L7	400	97	24.3%
	M7	400	76	19.0%
	S7	400	69	17.3%
	Total	1200	242	20.2%
8	L8	400	99	24.8%
	M8	400	73	18.3%
	S8	400	108	27.0%

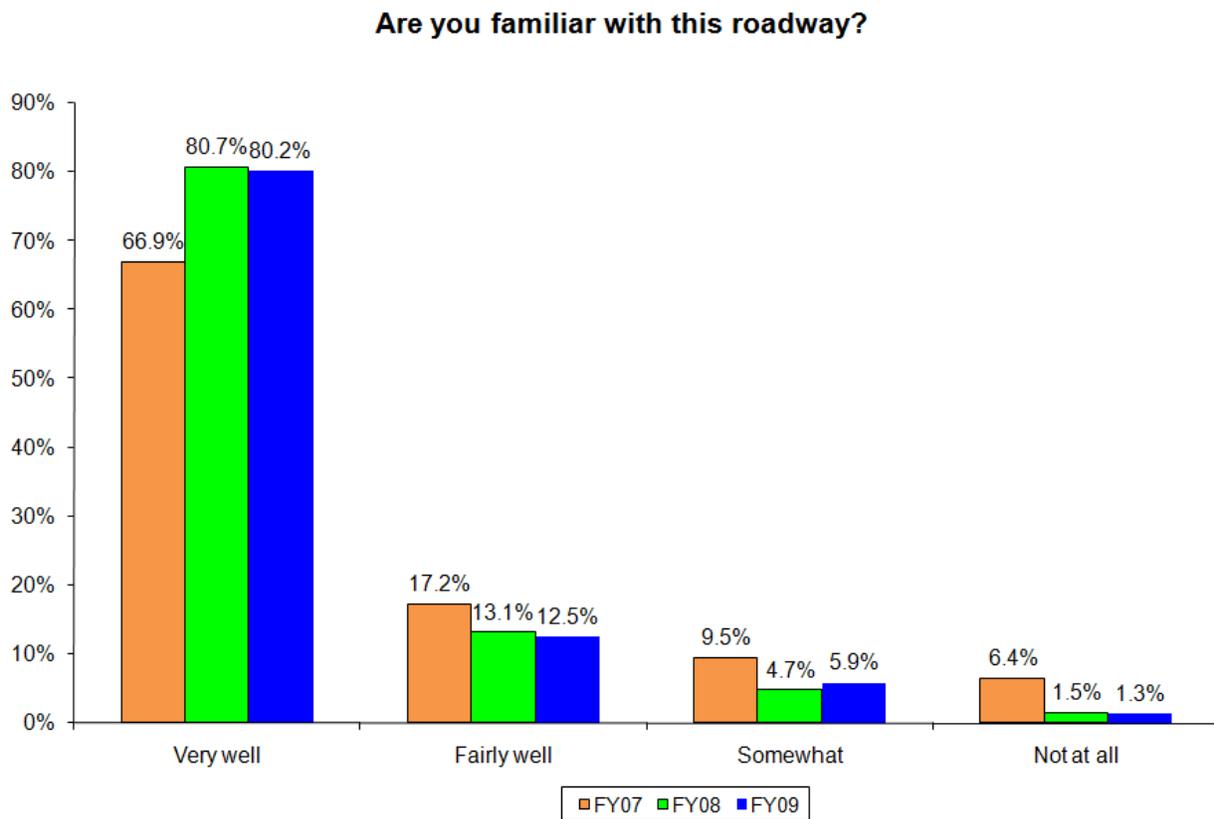
District	Project	Mailed	Responses	Gross Response Rate
	Total	1200	280	23.3%
9	L9	400	105	26.3%
	M9	400	61	15.3%
	S9	400	105	26.3%
	Total	1200	271	22.6%
10	M10a	400	96	24.0%
	M10b	400	77	19.3%
	S10	400	45	11.3%
	Total	1200	218	18.2%
Unknown		n/a	26	n/a
Grand Total for mail:		12000	2647	22.1%
Additional (non-mailed) surveys			50	from Kansas for M7
Grand Total for all surveys:			2697	

Nine projects had gross response rates outside of the normal standard deviation (+/- 5.2%). Projects S1, L4, S6, M9, and S10 had gross response rates at least one standard deviation below the norm of 22.1%. Projects M1, M2, M5a, and L6 had gross response rates at least one standard deviation above the norm. All in all, the district response rates were very consistent with the lowest number of responses coming from District 4 (representing 8.1% of the mailed responses) and the highest number coming from District 5 (representing 12.2% of the mailed responses), very close to the ideal of 10% coming from each district.

Familiarity with Roadway (Questions 1 & 2)

The first two questions in the survey help measure the respondent’s familiarity with the affected roadway. The vast majority of the respondents were familiar with the local project used in the study (see Figure 1). For the second year in a row, over eighty percent said they were very familiar with the affected roadway (80.2% with a standard deviation of 11.7%) while most of the others said they were somewhat or fairly familiar with the roadway. Only 1.3% stated that they were not familiar with the affected roadway.

Figure 1



The following table summarizes the responses and percentages by both individual projects and districts. The respondents of four projects (L4, S6, M8, and M9) were statistically less familiar with their project roadway than the other respondents.

Table 3: Familiarity with Roadway by District and Project

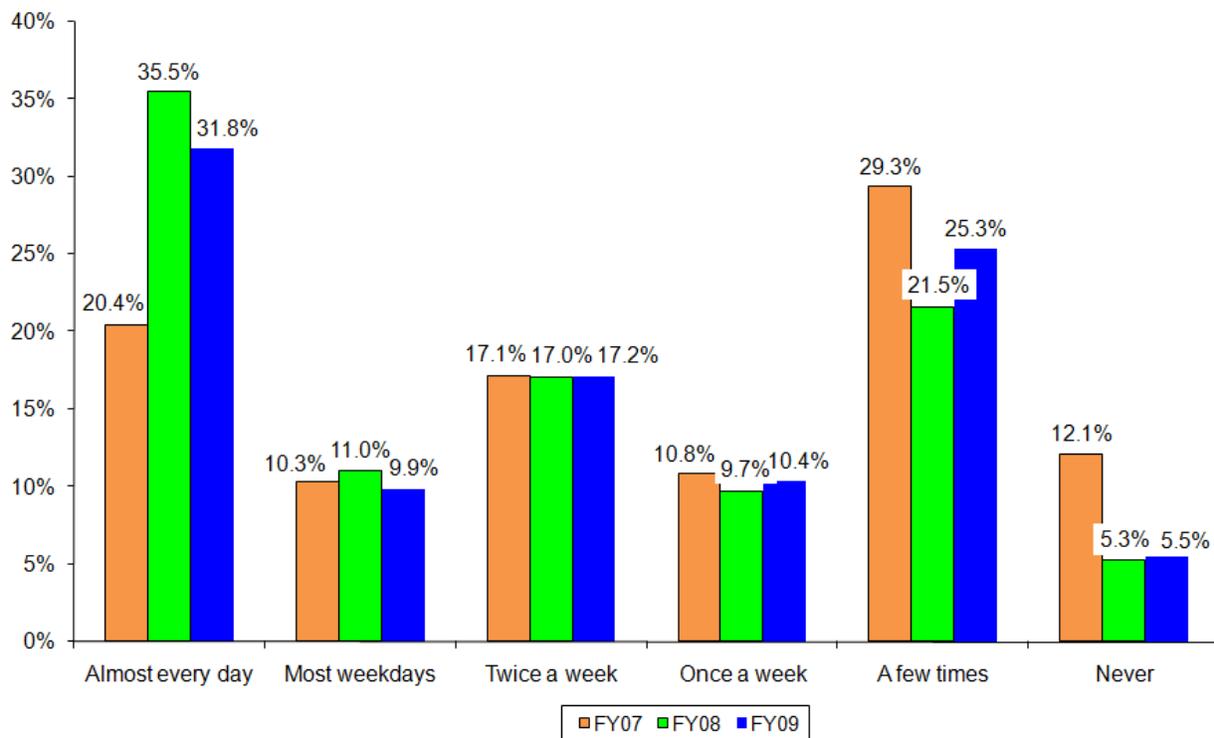
District	Project	Not at all	Somewhat	Fairly well	Very well	Total
1	L1	1	1	10	77	89
	M1	1	1	16	92	110

District	Project	Not at all		Somewhat		Fairly well		Very well		Total
	S1	0	0.0%	5	11.9%	8	19.0%	29	69.0%	42
	Total	2	0.8%	7	2.9%	34	14.1%	198	82.2%	241
2	L2	1	1.0%	3	3.1%	7	7.3%	85	88.5%	96
	M2	0	0.0%	0	0.0%	10	8.5%	108	91.5%	118
	S2	0	0.0%	1	1.2%	2	2.4%	82	96.5%	85
	Total	1	0.3%	4	1.3%	19	6.4%	275	92.0%	299
3	L3	0	0.0%	3	2.9%	5	4.8%	96	92.3%	104
	M3	0	0.0%	4	4.9%	19	23.5%	58	71.6%	81
	S3	1	1.4%	4	5.8%	7	10.1%	57	82.6%	69
	Total	1	0.4%	11	4.3%	31	12.2%	211	83.1%	254
4	L4	6	16.2%	9	24.3%	6	16.2%	16	43.2%	37
	M4	0	0.0%	10	12.5%	10	12.5%	60	75.0%	80
	S4	1	1.1%	9	9.8%	11	12.0%	71	77.2%	92
	Total	7	3.3%	28	13.4%	27	12.9%	147	70.3%	209
5	M5a	0	0.0%	4	3.0%	4	3.0%	125	94.0%	133
	M5b	1	1.0%	3	2.9%	23	22.1%	77	74.0%	104
	S5	2	2.5%	5	6.3%	11	13.9%	61	77.2%	79
	Total	3	0.9%	12	3.8%	38	12.0%	263	83.2%	316
6	L6	0	0.0%	11	9.9%	17	15.3%	83	74.8%	111
	M6	2	2.3%	7	8.1%	11	12.8%	66	76.7%	86
	S6	1	1.8%	6	10.9%	15	27.3%	33	60.0%	55
	Total	3	1.2%	24	9.5%	43	17.1%	182	72.2%	252
7	L7	0	0.0%	4	4.2%	9	9.4%	83	86.5%	96
	M7	10	8.7%	13	11.3%	20	17.4%	72	62.6%	115
	S7	0	0.0%	4	6.1%	7	10.6%	55	83.3%	66
	Total	10	3.6%	21	7.6%	36	13.0%	210	75.8%	277
8	L8	2	2.1%	7	7.2%	12	12.4%	76	78.4%	97
	M8	2	2.8%	15	20.8%	17	23.6%	38	52.8%	72
	S8	0	0.0%	6	5.8%	9	8.7%	89	85.6%	104
	Total	4	1.5%	28	10.3%	38	13.9%	203	74.4%	273
9	L9	0	0.0%	0	0.0%	6	6.1%	92	93.9%	98
	M9	3	5.0%	9	15.0%	12	20.0%	36	60.0%	60
	S9	0	0.0%	0	0.0%	10	9.9%	91	90.1%	101
	Total	3	1.2%	9	3.5%	28	10.8%	219	84.6%	259
10	M10a	0	0.0%	1	1.1%	6	6.5%	86	92.5%	93
	M10b	0	0.0%	5	6.7%	16	21.3%	54	72.0%	75
	S10	0	0.0%	1	2.3%	7	16.3%	35	81.4%	43
	Total	0	0.0%	7	3.3%	29	13.7%	175	82.9%	211
Unknown		1	3.8%	3	11.5%	5	19.2%	17	65.4%	26
Grand Total:		35	1.3%	154	5.9%	328	12.5%	2100	80.2%	2617

Respondents were also asked to indicate how often they had used the specified section of the road in the past month (see Figure 2). 41.7% of the respondents were very frequent users of the affected road (defined as those who used the affected section of the road almost every day or most weekdays). 69.2% of the respondents were regular users of the affected roadway. Only 5.5% of the respondents indicated that they had not used the affected section of the roadway in the last month.

Figure 2

How often have you used this section of road in the past month?



The following table summarizes the responses and percentages by both individual projects and districts. There was a wide variety of average frequency of use among the thirty projects. The respondents of six projects (M5b, S5, S6, M8, M9, and S9) were statistically less frequent users of their project roadway than the other respondents. The respondents of another five projects (S2, L3, M5a, S7, and L9) were statistically more frequent users of their project roadway than the other respondents.

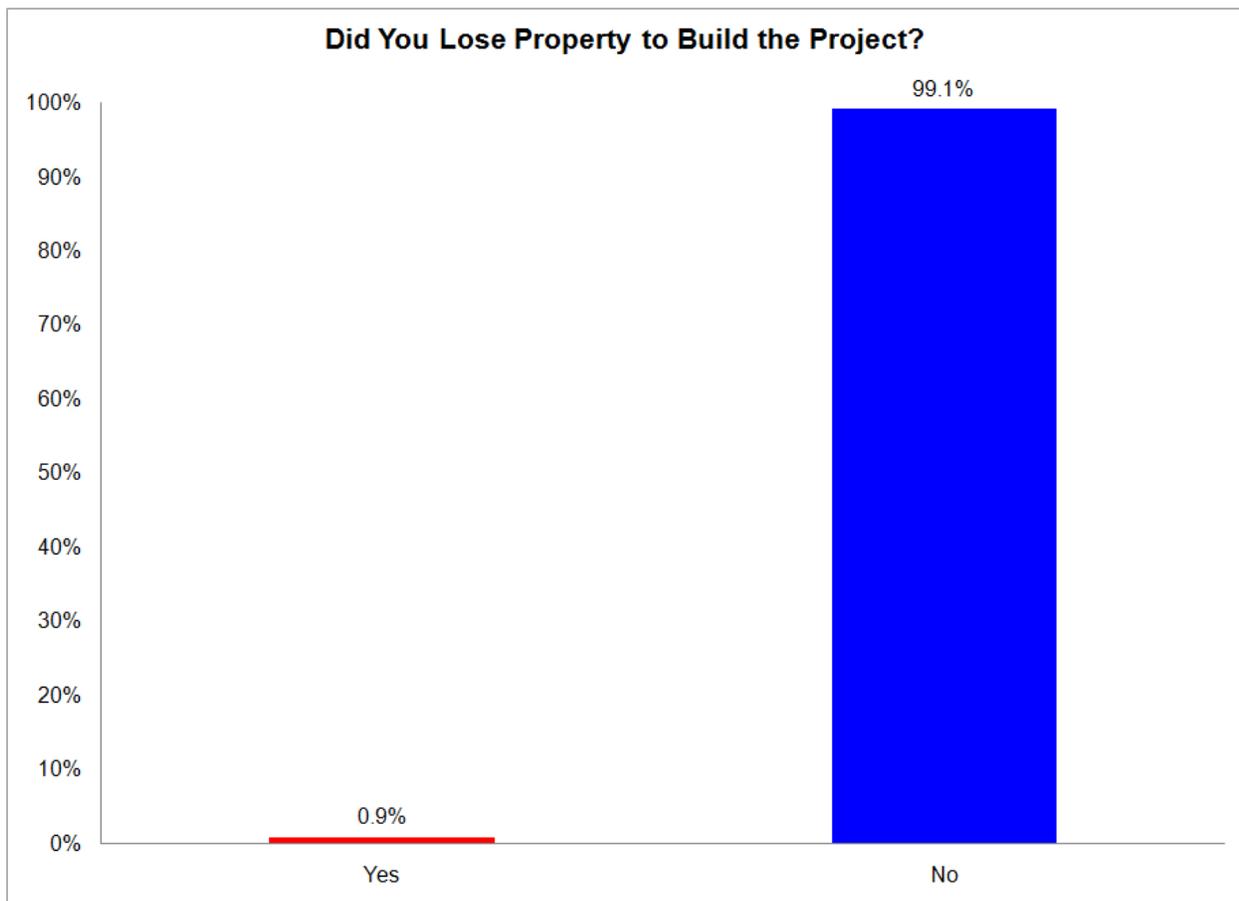
Table 4: Frequency of Roadway Use by District and Project

District	Project	Never		A few times		Once a week		Twice a week		Most weekdays		Almost every day		Total
1	L1	2	2.3%	14	16.1%	7	8.0%	24	27.6%	9	10.3%	31	35.6%	87
	M1	0	0.0%	27	25.0%	21	19.4%	29	26.9%	10	9.3%	21	19.4%	108
	S1	5	11.9%	9	21.4%	4	9.5%	11	26.2%	7	16.7%	6	14.3%	42
	Total	7	3.0%	50	21.1%	32	13.5%	64	27.0%	26	11.0%	58	24.5%	237
2	L2	1	1.1%	30	32.3%	16	17.2%	19	20.4%	4	4.3%	23	24.7%	93
	M2	2	1.7%	18	15.5%	9	7.8%	23	19.8%	9	7.8%	55	47.4%	116
	S2	0	0.0%	3	3.5%	4	4.7%	16	18.8%	14	16.5%	48	56.5%	85
	Total	3	1.0%	51	17.3%	29	9.9%	58	19.7%	27	9.2%	126	42.9%	294
3	L3	2	1.9%	5	4.8%	3	2.9%	15	14.4%	13	12.5%	66	63.5%	104
	M3	8	9.9%	21	25.9%	6	7.4%	14	17.3%	8	9.9%	24	29.6%	81
	S3	2	2.9%	10	14.5%	6	8.7%	12	17.4%	10	14.5%	29	42.0%	69
	Total	12	4.7%	36	14.2%	15	5.9%	41	16.1%	31	12.2%	119	46.9%	254
4	L4	11	33.3%	6	18.2%	3	9.1%	3	9.1%	1	3.0%	9	27.3%	33
	M4	6	7.6%	25	31.6%	11	13.9%	11	13.9%	6	7.6%	20	25.3%	79
	S4	6	6.5%	24	26.1%	5	5.4%	17	18.5%	6	6.5%	34	37.0%	92
	Total	23	11.3%	55	27.0%	19	9.3%	31	15.2%	13	6.4%	63	30.9%	204
5	M5a	0	0.0%	6	4.7%	6	4.7%	13	10.1%	16	12.4%	88	68.2%	129
	M5b	12	11.5%	50	48.1%	12	11.5%	16	15.4%	7	6.7%	7	6.7%	104
	S5	10	12.7%	26	32.9%	16	20.3%	13	16.5%	1	1.3%	13	16.5%	79
	Total	22	7.1%	82	26.3%	34	10.9%	42	13.5%	24	7.7%	108	34.6%	312
6	L6	2	1.8%	33	30.3%	10	9.2%	28	25.7%	15	13.8%	21	19.3%	109
	M6	5	5.9%	23	27.1%	14	16.5%	17	20.0%	11	12.9%	15	17.6%	85
	S6	6	11.1%	22	40.7%	8	14.8%	7	13.0%	5	9.3%	6	11.1%	54
	Total	13	5.2%	78	31.5%	32	12.9%	52	21.0%	31	12.5%	42	16.9%	248
7	L7	6	6.4%	35	37.2%	9	9.6%	16	17.0%	9	9.6%	19	20.2%	94
	M7	12	10.3%	20	17.1%	11	9.4%	23	19.7%	16	13.7%	35	29.9%	117
	S7	2	3.0%	12	17.9%	3	4.5%	7	10.4%	9	13.4%	34	50.7%	67
	Total	20	7.2%	67	24.1%	23	8.3%	46	16.5%	34	12.2%	88	31.7%	278
8	L8	5	5.1%	34	34.7%	14	14.3%	18	18.4%	11	11.2%	16	16.3%	98
	M8	9	12.7%	34	47.9%	4	5.6%	12	16.9%	3	4.2%	9	12.7%	71
	S8	3	2.9%	25	24.3%	7	6.8%	14	13.6%	7	6.8%	47	45.6%	103
	Total	17	6.3%	93	34.2%	25	9.2%	44	16.2%	21	7.7%	72	26.5%	272
9	L9	0	0.0%	8	8.1%	5	5.1%	15	15.2%	14	14.1%	57	57.6%	99
	M9	11	18.0%	30	49.2%	7	11.5%	4	6.6%	4	6.6%	5	8.2%	61
	S9	3	3.0%	48	47.5%	13	12.9%	15	14.9%	9	8.9%	13	12.9%	101
	Total	14	5.4%	86	33.0%	25	9.6%	34	13.0%	27	10.3%	75	28.7%	261
10	M10a	2	2.2%	16	17.6%	13	14.3%	15	16.5%	6	6.6%	39	42.9%	91
	M10b	4	5.4%	20	27.0%	16	21.6%	11	14.9%	12	16.2%	11	14.9%	74
	S10	3	7.0%	15	34.9%	4	9.3%	4	9.3%	4	9.3%	13	30.2%	43
	Total	9	4.3%	51	24.5%	33	15.9%	30	14.4%	22	10.6%	63	30.3%	208
Unknown		2	7.7%	8	30.8%	2	7.7%	3	11.5%	0	0.0%	11	42.3%	26
Grand Total:		142	5.5%	657	25.3%	269	10.4%	445	17.2%	256	9.9%	825	31.8%	2594

Respondent Property Loss (Question 3)

At MoDOT's request, a new question was asked this year. MoDOT wanted to rule out the possibility that people who lost property to construction projects were significantly impacting the survey results. Since this year's survey followed the exact same methodology as the previous year's research, these results may be generalized to last year as well.

Figure 3



Slightly less than 1% of the respondents had lost property to build the project in their area. Even these small numbers were not evenly distributed. Some projects, such as bridge repair, are not likely to require any additional property. Therefore it is not surprising that some districts had zero respondents who lost property to the projects under review. The following table provides the actual numbers and percentages for each project.

Table 5: Frequency of Respondents Who Lost Property to Project by District and Project

District	Project	Yes		No		Total
1	L1	3	3.5%	83	96.5%	86
	M1	0	0.0%	109	100.0%	109
	S1	0	0.0%	42	100.0%	42
	Total	3	1.3%	234	98.7%	237
2	L2	2	2.2%	91	97.8%	93
	M2	0	0.0%	116	100.0%	116
	S2	0	0.0%	86	100.0%	86
	Total	2	0.7%	293	99.3%	295
3	L3	0	0.0%	102	100.0%	102
	M3	0	0.0%	81	100.0%	81
	S3	1	1.5%	66	98.5%	67
	Total	1	0.4%	249	99.6%	250
4	L4	0	0.0%	34	100.0%	34
	M4	0	0.0%	80	100.0%	80
	S4	0	0.0%	91	100.0%	91
	Total	0	0.0%	205	100.0%	205
5	M5a	1	0.8%	129	99.2%	130
	M5b	0	0.0%	105	100.0%	105
	S5	0	0.0%	79	100.0%	79
	Total	1	0.3%	313	99.7%	314
6	L6	0	0.0%	109	100.0%	109
	M6	0	0.0%	85	100.0%	85
	S6	0	0.0%	54	100.0%	54
	Total	0	0.0%	248	100.0%	248
7	L7	6	6.3%	90	93.8%	96
	M7	0	0.0%	114	100.0%	114
	S7	1	1.5%	66	98.5%	67
	Total	7	2.5%	270	97.5%	277
8	L8	0	0.0%	95	100.0%	95
	M8	0	0.0%	70	100.0%	70
	S8	0	0.0%	106	100.0%	106
	Total	0	0.0%	271	100.0%	271
9	L9	7	7.1%	91	92.9%	98
	M9	0	0.0%	59	100.0%	59
	S9	0	0.0%	101	100.0%	101
	Total	7	2.7%	251	97.3%	258

District	Project	Yes		No		Total
10	M10a	0	0.0%	90	100.0%	90
	M10b	0	0.0%	74	100.0%	74
	S10	1	2.3%	42	97.7%	43
	Total	1	0.5%	206	99.5%	207
Unknown		0	0.0%	26	100.0%	26
Grand Total:		22	0.9%	2566	99.1%	2588

The previous figures show that such a small percentage of people lost property to their local project that they could not have significantly affected the survey results even if losing property was a factor in their evaluation. However, there were no significant differences in responses between those who had lost property and those who had not. The following table provides the actual numbers and percentages for both groups.

Table 6: Cross Reference of Questions 3 and 5

		5. Overall, do you think this project was the right transportation solution?								
		Not at all		Not really		Somewhat		Very much		Total
3. Did you lose property to build the project?	Yes	0	0.0%	1	5.6%	4	22.2%	13	72.2%	18
	No	37	1.7%	81	3.7%	412	18.7%	1675	76.0%	2205

The results of this question clearly accomplished MoDOT's goal for it. Less than one percent of the respondents lost property as a result of their local project and there was no significant difference between the evaluations of those who lost property and those who did not.

Project Assessment

The survey was designed to obtain detailed information about various aspects of a project so that MoDOT could evaluate whether or not Missourians were pleased with all aspects of a project such as safety, convenience, congestion reduction, drivability, and markings. Obviously MoDOT desires to score highly on all of these aspects, but variance among these dimensions can provide constructive input on areas of potential improvement. In addition, two questions were asked to measure Missourians' assessment of the overall appropriateness of the local project.

Providing the concrete example of a particular project for citizen assessment offers a number of benefits. First, we know which project the citizen is considering as they make an assessment. If a particular project was not named, different citizens could be considering different local projects. Second, the specific example makes it less likely that a single frustration in the distant past with another project will influence the citizen's assessment of current performance. Third, it makes it less likely that the survey respondent will confuse a MoDOT project with a city or county project in the area.

One of the most important factors, if not the single most important factor, in making the survey meaningful, is in ensuring that the respondents may provide knowledgeable input. Since most Missourians are likely to be familiar with only a small portion of the roads maintained by MoDOT, it is vital to ask respondents about a local project that is probably familiar to the respondent. As discussed in the previous section, the vast majority of the respondents were both familiar with the roadway and regular users of the affected roadway. Using a specific project example provides additional research benefits. We know which project was being evaluated by each respondent, thus MoDOT can better understand and apply the feedback obtained by the survey. In addition, the use of a specific project both reduces the chance of the respondents confusing MoDOT's efforts with that of a city or county project while also differentiating the respondents' general attitude toward MoDOT from their evaluation of a particular project. In other words, based upon the survey design and the respondents' familiarity and frequency of use of the affected roadways, we can have confidence in the information provided in this research by the citizens of Missouri.

In order to facilitate better comparisons of changes from year to year, the statistics used in the project assessment usually do not include the “not sure” percentages. This eliminates a major source of random variability and allows a more accurate observation of change over time. In addition, this methodology is consistent with how MoDOT calculates similar Tracker measures. The fiscal year 2007 data discussed in this report was recalculated in the fiscal year 2008 report with this methodology to enable readers to see changes from year to another. Thus, no recalculations were required this fiscal year, all historical data was taken directly from last year’s report.

Safer (Question 4-1)

One of MoDOT’s primary goals is to make Missouri’s roads safer. The overwhelming majority of Missourians agree that the local project achieved this goal. Results were similar to the previous two years with a total of 95.4% of respondents agreeing that the project made the road safer.

Figure 4

**Thinking of this same project after MoDOT completed work on it...
Is the road now safer?**

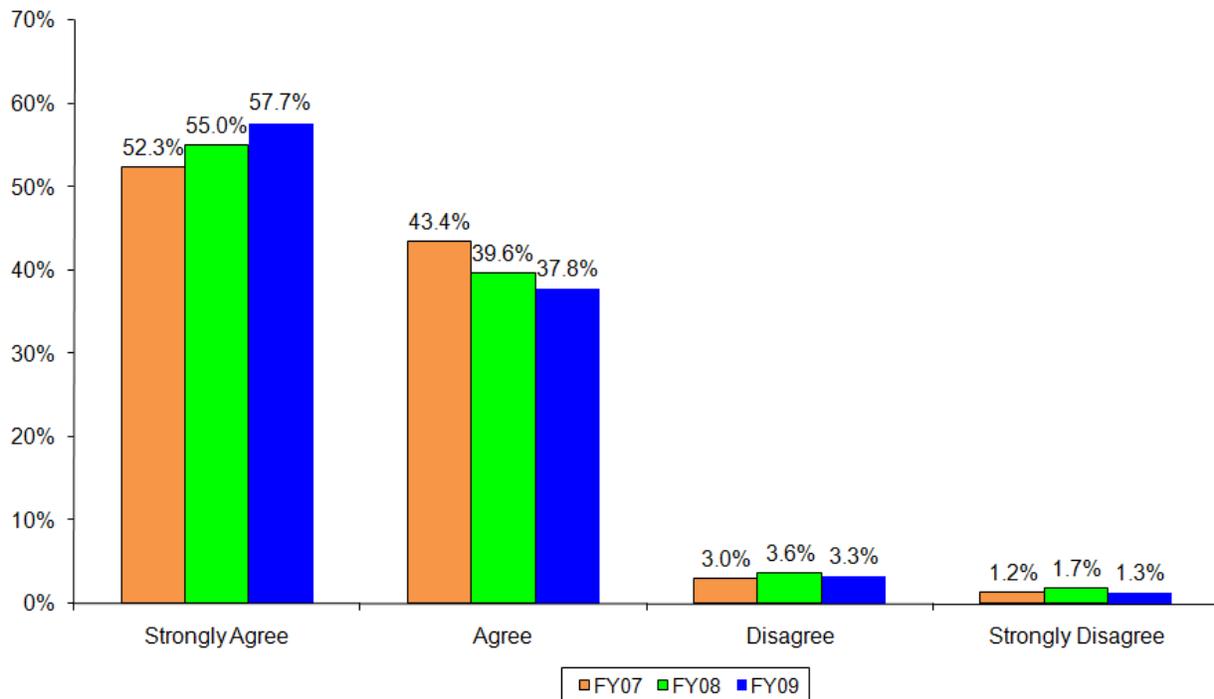


Table 7: Safety Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
1	L1	27	35.1%	49	63.6%	0	0.0%	1	1.3%	77
	M1	79	76.0%	25	24.0%	0	0.0%	0	0.0%	104
	S1	6	18.8%	25	78.1%	0	0.0%	1	3.1%	32
	Total	112	52.6%	99	46.5%	0	0.0%	2	0.9%	213
2	L2	67	76.1%	20	22.7%	1	1.1%	0	0.0%	88
	M2	68	59.1%	44	38.3%	2	1.7%	1	0.9%	115
	S2	55	64.7%	29	34.1%	1	1.2%	0	0.0%	85
	Total	190	66.0%	93	32.3%	4	1.4%	1	0.3%	288

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
3	L3	82	81.2%	12	11.9%	5	5.0%	2	2.0%	101
	M3	24	32.4%	39	52.7%	8	10.8%	3	4.1%	74
	S3	33	55.9%	21	35.6%	2	3.4%	3	5.1%	59
	Total	139	59.4%	72	30.8%	15	6.4%	8	3.4%	234
4	L4	7	35.0%	13	65.0%	0	0.0%	0	0.0%	20
	M4	32	46.4%	34	49.3%	3	4.3%	0	0.0%	69
	S4	45	53.6%	37	44.0%	2	2.4%	0	0.0%	84
	Total	84	48.6%	84	48.6%	5	2.9%	0	0.0%	173
5	M5a	69	57.0%	48	39.7%	4	3.3%	0	0.0%	121
	M5b	60	63.8%	28	29.8%	4	4.3%	2	2.1%	94
	S5	59	84.3%	11	15.7%	0	0.0%	0	0.0%	70
	Total	188	66.0%	87	30.5%	8	2.8%	2	0.7%	285
6	L6	46	45.1%	52	51.0%	2	2.0%	2	2.0%	102
	M6	36	49.3%	36	49.3%	1	1.4%	0	0.0%	73
	S6	26	56.5%	20	43.5%	0	0.0%	0	0.0%	46
	Total	108	48.9%	108	48.9%	3	1.4%	2	0.9%	221
7	L7	52	58.4%	31	34.8%	5	5.6%	1	1.1%	89
	M7	40	42.1%	45	47.4%	8	8.4%	2	2.1%	95
	S7	17	33.3%	25	49.0%	7	13.7%	2	3.9%	51
	Total	109	46.4%	101	43.0%	20	8.5%	5	2.1%	235
8	L8	67	74.4%	22	24.4%	1	1.1%	0	0.0%	90
	M8	41	69.5%	18	30.5%	0	0.0%	0	0.0%	59
	S8	57	62.6%	28	30.8%	4	4.4%	2	2.2%	91
	Total	165	68.8%	68	28.3%	5	2.1%	2	0.8%	240
9	L9	66	67.3%	28	28.6%	2	2.0%	2	2.0%	98
	M9	23	46.0%	21	42.0%	4	8.0%	2	4.0%	50
	S9	31	37.8%	42	51.2%	6	7.3%	3	3.7%	82
	Total	120	52.2%	91	39.6%	12	5.2%	7	3.0%	230
10	M10a	62	67.4%	30	32.6%	0	0.0%	0	0.0%	92
	M10b	29	46.8%	29	46.8%	3	4.8%	1	1.6%	62
	S10	27	65.9%	13	31.7%	1	2.4%	0	0.0%	41
	Total	118	60.5%	72	36.9%	4	2.1%	1	0.5%	195
Unknown		4	80.0%	1	20.0%	0	0.0%	0	0.0%	5
Grand Total:		1337	57.7%	876	37.8%	76	3.3%	30	1.3%	2319

Improving Traffic Flow in the Area

Another goal of MoDOT is to improve traffic flow. Two questions were asked to help capture this information. Respondents were asked if the project resulted in the road being “more convenient” and “less congested”.

More Convenient (Question 4-2)

91.2% of Missourians agreed that the project resulted in a more convenient roadway. This is comparable to the results from the previous two years.

Figure 5

Thinking of this same project after MoDOT completed work on it...
Is the road now more convenient?

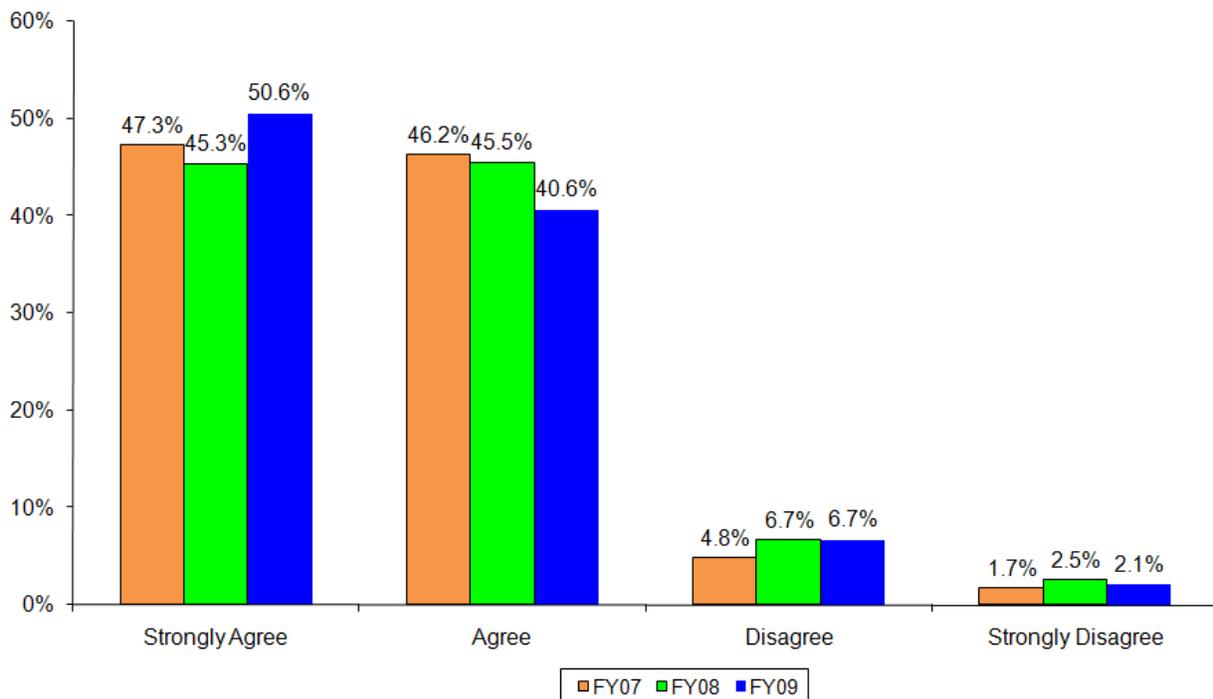


Table 8: Convenience Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
1	L1	13	19.7%	47	71.2%	4	6.1%	2	3.0%	66
	M1	67	67.7%	31	31.3%	1	1.0%	0	0.0%	99
	S1	7	33.3%	12	57.1%	1	4.8%	1	4.8%	21
	Total	87	46.8%	90	48.4%	6	3.2%	3	1.6%	186

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
2	L2	69	76.7%	21	23.3%	0	0.0%	0	0.0%	90
	M2	49	48.5%	48	47.5%	4	4.0%	0	0.0%	101
	S2	54	65.9%	26	31.7%	2	2.4%	0	0.0%	82
	Total	172	63.0%	95	34.8%	6	2.2%	0	0.0%	273
3	L3	49	50.0%	29	29.6%	16	16.3%	4	4.1%	98
	M3	15	21.7%	43	62.3%	9	13.0%	2	2.9%	69
	S3	22	40.0%	21	38.2%	6	10.9%	6	10.9%	55
	Total	86	38.7%	93	41.9%	31	14.0%	12	5.4%	222
4	L4	4	21.1%	15	78.9%	0	0.0%	0	0.0%	19
	M4	22	38.6%	25	43.9%	8	14.0%	2	3.5%	57
	S4	33	45.8%	34	47.2%	4	5.6%	1	1.4%	72
	Total	59	39.9%	74	50.0%	12	8.1%	3	2.0%	148
5	M5a	72	61.0%	44	37.3%	2	1.7%	0	0.0%	118
	M5b	44	51.8%	35	41.2%	5	5.9%	1	1.2%	85
	S5	50	74.6%	15	22.4%	2	3.0%	0	0.0%	67
	Total	166	61.5%	94	34.8%	9	3.3%	1	0.4%	270
6	L6	66	61.1%	37	34.3%	2	1.9%	3	2.8%	108
	M6	43	58.9%	25	34.2%	5	6.8%	0	0.0%	73
	S6	3	12.0%	12	48.0%	8	32.0%	2	8.0%	25
	Total	112	54.4%	74	35.9%	15	7.3%	5	2.4%	206
7	L7	42	45.7%	35	38.0%	11	12.0%	4	4.3%	92
	M7	27	30.0%	49	54.4%	13	14.4%	1	1.1%	90
	S7	7	13.2%	28	52.8%	12	22.6%	6	11.3%	53
	Total	76	32.3%	112	47.7%	36	15.3%	11	4.7%	235
8	L8	67	76.1%	21	23.9%	0	0.0%	0	0.0%	88
	M8	42	68.9%	17	27.9%	1	1.6%	1	1.6%	61
	S8	42	51.9%	31	38.3%	5	6.2%	3	3.7%	81
	Total	151	65.7%	69	30.0%	6	2.6%	4	1.7%	230
9	L9	58	64.4%	27	30.0%	4	4.4%	1	1.1%	90
	M9	16	35.6%	25	55.6%	2	4.4%	2	4.4%	45
	S9	17	27.9%	31	50.8%	12	19.7%	1	1.6%	61
	Total	91	46.4%	83	42.3%	18	9.2%	4	2.0%	196
10	M10a	40	52.6%	33	43.4%	3	3.9%	0	0.0%	76
	M10b	19	35.2%	33	61.1%	1	1.9%	1	1.9%	54
	S10	18	48.6%	18	48.6%	0	0.0%	1	2.7%	37
	Total	77	46.1%	84	50.3%	4	2.4%	2	1.2%	167
Unknown		4	80.0%	1	20.0%	0	0.0%	0	0.0%	5
Grand Total:		1081	50.6%	869	40.6%	143	6.7%	45	2.1%	2138

Less Congested (Question 4-3)

Congestion is one aspect where MoDOT has much less control over the end result compared with other aspects such as safety. In many cases projects are undertaken in areas experience population growth – with populations that continue to grow while the project is under construction, so congestion may not be perceived to be improved even if the roadway is now handling more traffic than it did previously. In addition, many of the projects focused on safety improvements, such as correcting a curve, that may not affect congestion. Nevertheless, 82.7% of Missourians agreed that the project resulted in a less congested roadway (81.1% in FY08 and 87.5% in FY07).

Figure 6

**Thinking of this same project after MoDOT completed work on it...
Is the road now less congested?**

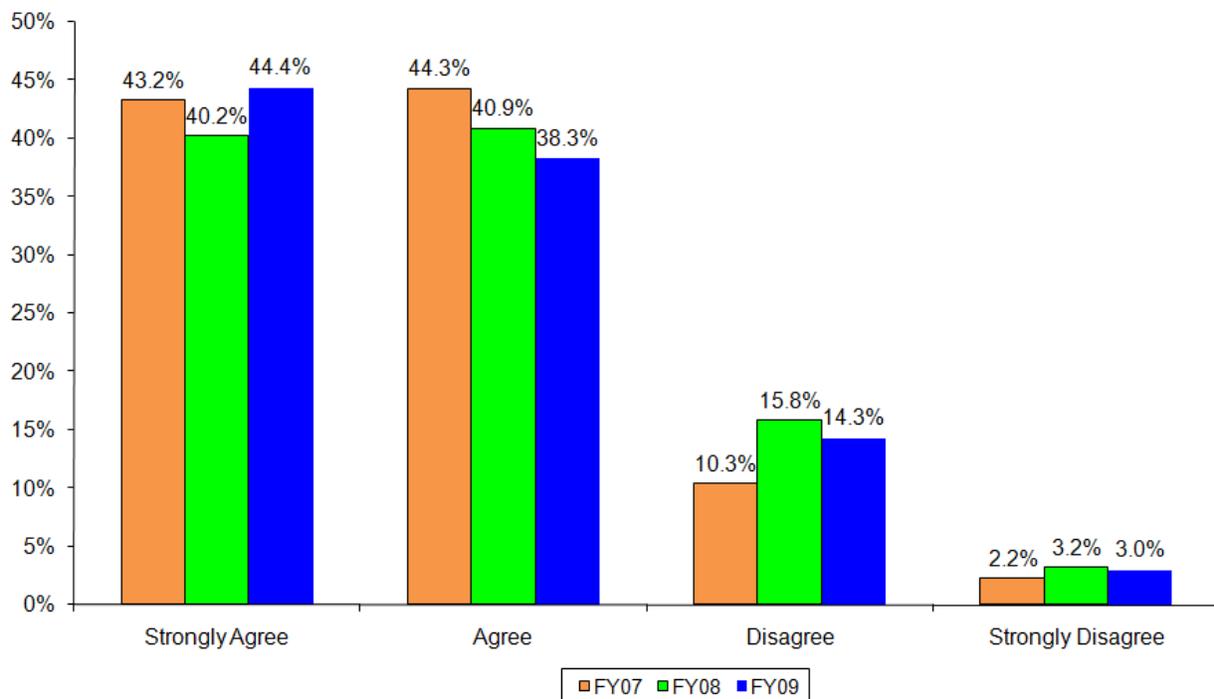


Table 9: Congestion Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
1	L1	7	12.7%	26	47.3%	16	29.1%	6	10.9%	55
	M1	51	58.0%	29	33.0%	7	8.0%	1	1.1%	88
	S1	5	25.0%	8	40.0%	6	30.0%	1	5.0%	20
	Total	63	38.7%	63	38.7%	29	17.8%	8	4.9%	163

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
2	L2	65	73.0%	23	25.8%	0	0.0%	1	1.1%	89
	M2	27	31.0%	42	48.3%	17	19.5%	1	1.1%	87
	S2	46	60.5%	26	34.2%	4	5.3%	0	0.0%	76
	Total	138	54.8%	91	36.1%	21	8.3%	2	0.8%	252
3	L3	62	66.7%	23	24.7%	6	6.5%	2	2.2%	93
	M3	17	25.4%	31	46.3%	18	26.9%	1	1.5%	67
	S3	22	40.7%	21	38.9%	7	13.0%	4	7.4%	54
	Total	101	47.2%	75	35.0%	31	14.5%	7	3.3%	214
4	L4	4	23.5%	10	58.8%	3	17.6%	0	0.0%	17
	M4	8	16.0%	15	30.0%	23	46.0%	4	8.0%	50
	S4	13	22.0%	25	42.4%	19	32.2%	2	3.4%	59
	Total	25	19.8%	50	39.7%	45	35.7%	6	4.8%	126
5	M5a	58	54.7%	40	37.7%	8	7.5%	0	0.0%	106
	M5b	37	46.8%	36	45.6%	5	6.3%	1	1.3%	79
	S5	43	66.2%	19	29.2%	3	4.6%	0	0.0%	65
	Total	138	55.2%	95	38.0%	16	6.4%	1	0.4%	250
6	L6	61	57.0%	39	36.4%	6	5.6%	1	0.9%	107
	M6	36	50.0%	31	43.1%	5	6.9%	0	0.0%	72
	S6	3	11.5%	6	23.1%	13	50.0%	4	15.4%	26
	Total	100	48.8%	76	37.1%	24	11.7%	5	2.4%	205
7	L7	45	49.5%	41	45.1%	4	4.4%	1	1.1%	91
	M7	11	13.4%	37	45.1%	28	34.1%	6	7.3%	82
	S7	9	18.0%	21	42.0%	14	28.0%	6	12.0%	50
	Total	65	29.1%	99	44.4%	46	20.6%	13	5.8%	223
8	L8	55	62.5%	32	36.4%	1	1.1%	0	0.0%	88
	M8	41	66.1%	20	32.3%	1	1.6%	0	0.0%	62
	S8	20	31.3%	24	37.5%	17	26.6%	3	4.7%	64
	Total	116	54.2%	76	35.5%	19	8.9%	3	1.4%	214
9	L9	58	65.2%	31	34.8%	0	0.0%	0	0.0%	89
	M9	15	35.7%	18	42.9%	5	11.9%	4	9.5%	42
	S9	3	6.4%	22	46.8%	18	38.3%	4	8.5%	47
	Total	76	42.7%	71	39.9%	23	12.9%	8	4.5%	178
10	M10a	26	37.1%	25	35.7%	17	24.3%	2	2.9%	70
	M10b	8	20.5%	18	46.2%	10	25.6%	3	7.7%	39
	S10	15	45.5%	16	48.5%	1	3.0%	1	3.0%	33
	Total	49	34.5%	59	41.5%	28	19.7%	6	4.2%	142
Unknown		4	100.0%	0	0.0%	0	0.0%	0	0.0%	4
Grand Total:		875	44.4%	755	38.3%	282	14.3%	59	3.0%	1971

Driving Environment

Another goal of the MoDOT improvement projects was to improve the driving environment of the roadways by making them easier to navigate and easier to understand. Two questions were asked to help capture this information. Respondents were asked if the project resulted in the road being “easier to drive” and “better marked”. At the request of MoDOT, the phrasing of these questions was slightly adjusted last year from that in FY07 to help respondents better understand the survey. While this had the potential for making it more difficult to make comparisons from FY07 to future years, fine-tuning the Tracker measure was given a higher priority to ensure that this and future surveys capture the most accurate information possible. In practice, even with the improved wording, the results were quite comparable to that of fiscal year 2007.

Easier to Drive (Question 4-4)

94.2% of Missourians agreed that the project resulted in a roadway that was easier to drive. This is comparable to the 92.9% in FY08 and the 94.5% in FY07 who stated that their local project resulted in a roadway that was easier to navigate.

Figure 7

**Thinking of this same project after MoDOT completed work on it...
Is the road now easier to drive (navigate in FY07)?**

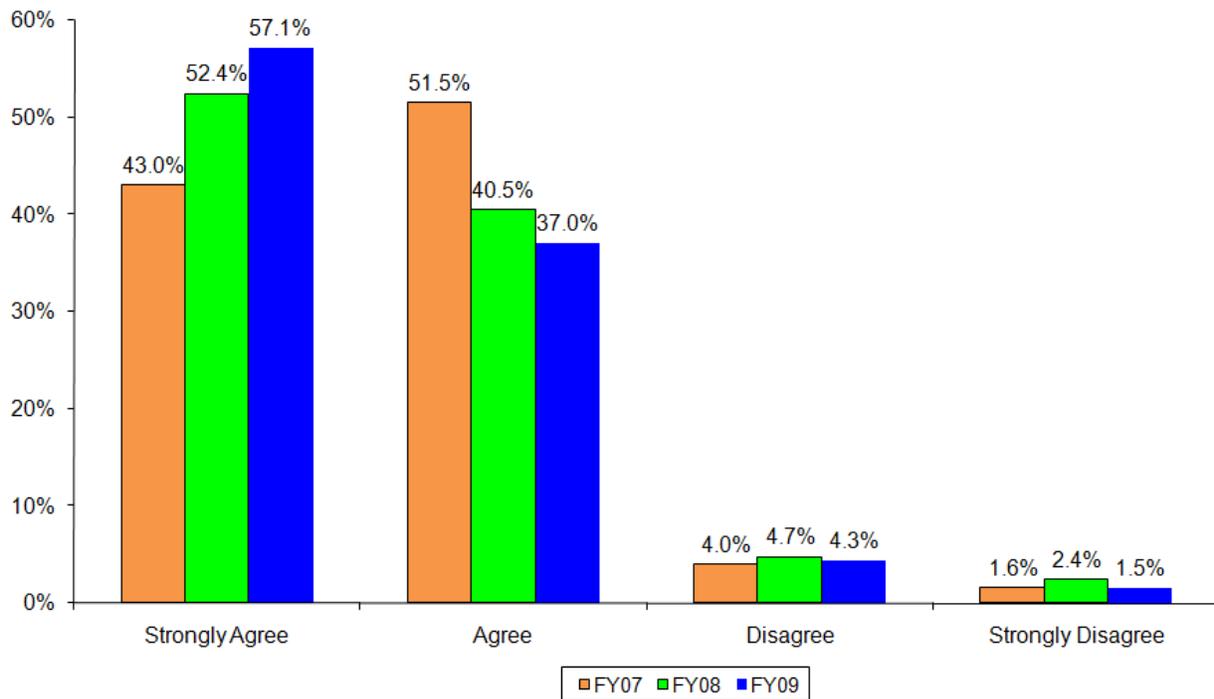


Table 10: Easier to Drive Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
1	L1	34	42.0%	44	54.3%	1	1.2%	2	2.5%	81
	M1	79	76.7%	24	23.3%	0	0.0%	0	0.0%	103
	S1	8	26.7%	20	66.7%	1	3.3%	1	3.3%	30
	Total	121	56.5%	88	41.1%	2	0.9%	3	1.4%	214
2	L2	70	77.8%	20	22.2%	0	0.0%	0	0.0%	90
	M2	69	61.1%	44	38.9%	0	0.0%	0	0.0%	113
	S2	56	70.0%	22	27.5%	2	2.5%	0	0.0%	80
	Total	195	68.9%	86	30.4%	2	0.7%	0	0.0%	283

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
3	L3	73	73.7%	18	18.2%	5	5.1%	3	3.0%	99
	M3	17	24.6%	39	56.5%	11	15.9%	2	2.9%	69
	S3	24	42.1%	26	45.6%	5	8.8%	2	3.5%	57
	Total	114	50.7%	83	36.9%	21	9.3%	7	3.1%	225
4	L4	8	38.1%	12	57.1%	1	4.8%	0	0.0%	21
	M4	36	48.0%	38	50.7%	1	1.3%	0	0.0%	75
	S4	44	53.7%	36	43.9%	2	2.4%	0	0.0%	82
	Total	88	49.4%	86	48.3%	4	2.2%	0	0.0%	178
5	M5a	66	57.9%	44	38.6%	3	2.6%	1	0.9%	114
	M5b	51	56.7%	33	36.7%	6	6.7%	0	0.0%	90
	S5	56	80.0%	12	17.1%	2	2.9%	0	0.0%	70
	Total	173	63.1%	89	32.5%	11	4.0%	1	0.4%	274
6	L6	58	54.7%	42	39.6%	4	3.8%	2	1.9%	106
	M6	38	51.4%	32	43.2%	3	4.1%	1	1.4%	74
	S6	3	11.1%	12	44.4%	9	33.3%	3	11.1%	27
	Total	99	47.8%	86	41.5%	16	7.7%	6	2.9%	207
7	L7	52	58.4%	29	32.6%	8	9.0%	0	0.0%	89
	M7	35	36.5%	52	54.2%	8	8.3%	1	1.0%	96
	S7	16	32.0%	21	42.0%	6	12.0%	7	14.0%	50
	Total	103	43.8%	102	43.4%	22	9.4%	8	3.4%	235
8	L8	63	70.8%	25	28.1%	1	1.1%	0	0.0%	89
	M8	47	74.6%	14	22.2%	2	3.2%	0	0.0%	63
	S8	57	61.3%	32	34.4%	2	2.2%	2	2.2%	93
	Total	167	68.2%	71	29.0%	5	2.0%	2	0.8%	245
9	L9	62	68.1%	27	29.7%	2	2.2%	0	0.0%	91
	M9	22	47.8%	21	45.7%	1	2.2%	2	4.3%	46
	S9	11	18.3%	39	65.0%	8	13.3%	2	3.3%	60
	Total	95	48.2%	87	44.2%	11	5.6%	4	2.0%	197
10	M10a	69	76.7%	20	22.2%	1	1.1%	0	0.0%	90
	M10b	37	57.8%	24	37.5%	1	1.6%	2	3.1%	64
	S10	24	60.0%	13	32.5%	2	5.0%	1	2.5%	40
	Total	130	67.0%	57	29.4%	4	2.1%	3	1.5%	194
Unknown		4	80.0%	1	20.0%	0	0.0%	0	0.0%	5
Grand Total:		1289	57.1%	836	37.0%	98	4.3%	34	1.5%	2257

Better Marked (Question 4-5)

92.3% of Missourians agreed that the project resulted in a roadway that was better marked. This is similar to the 89.9% in FY08 and 93.2% in FY07 who stated that their local roadway was well marked.

Figure 8

**Thinking of this same project after MoDOT completed work on it...
Is the road now better marked (well marked in FY07)?**

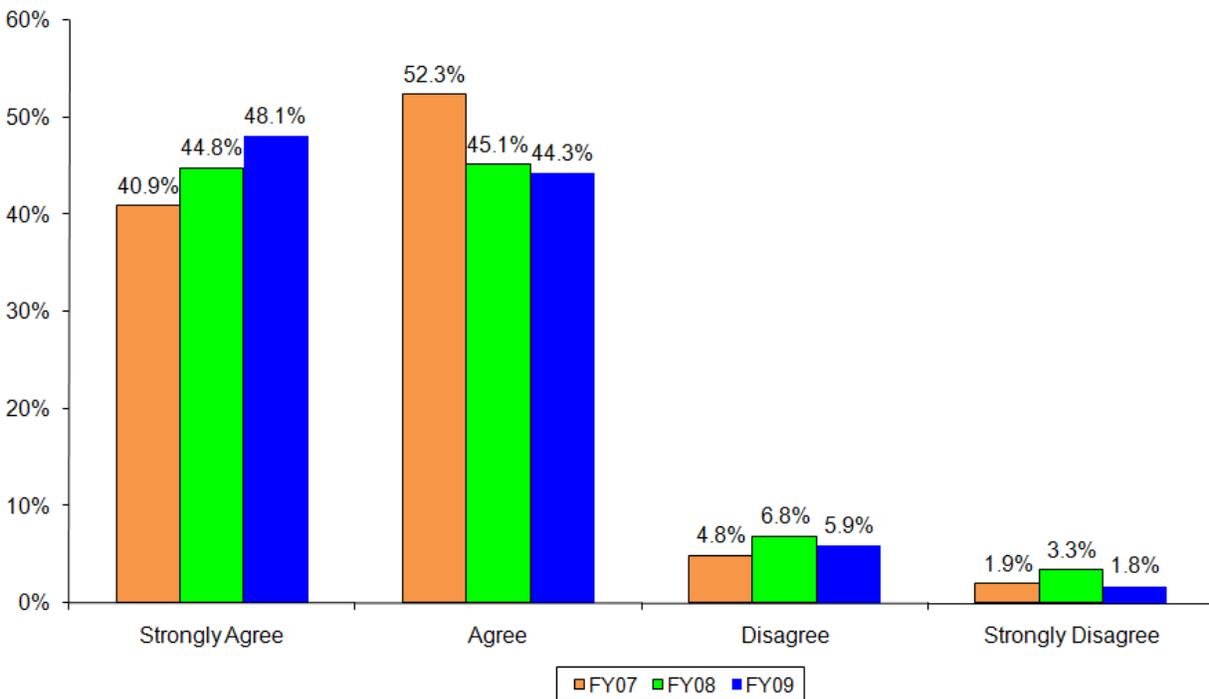


Table 11: Better Marked Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
1	L1	27	37.0%	41	56.2%	3	4.1%	2	2.7%	73
	M1	62	62.6%	36	36.4%	1	1.0%	0	0.0%	99
	S1	4	17.4%	14	60.9%	5	21.7%	0	0.0%	23
	Total	93	47.7%	91	46.7%	9	4.6%	2	1.0%	195
2	L2	49	59.0%	28	33.7%	6	7.2%	0	0.0%	83
	M2	58	55.2%	46	43.8%	1	1.0%	0	0.0%	105
	S2	49	61.3%	27	33.8%	4	5.0%	0	0.0%	80
	Total	156	58.2%	101	37.7%	11	4.1%	0	0.0%	268

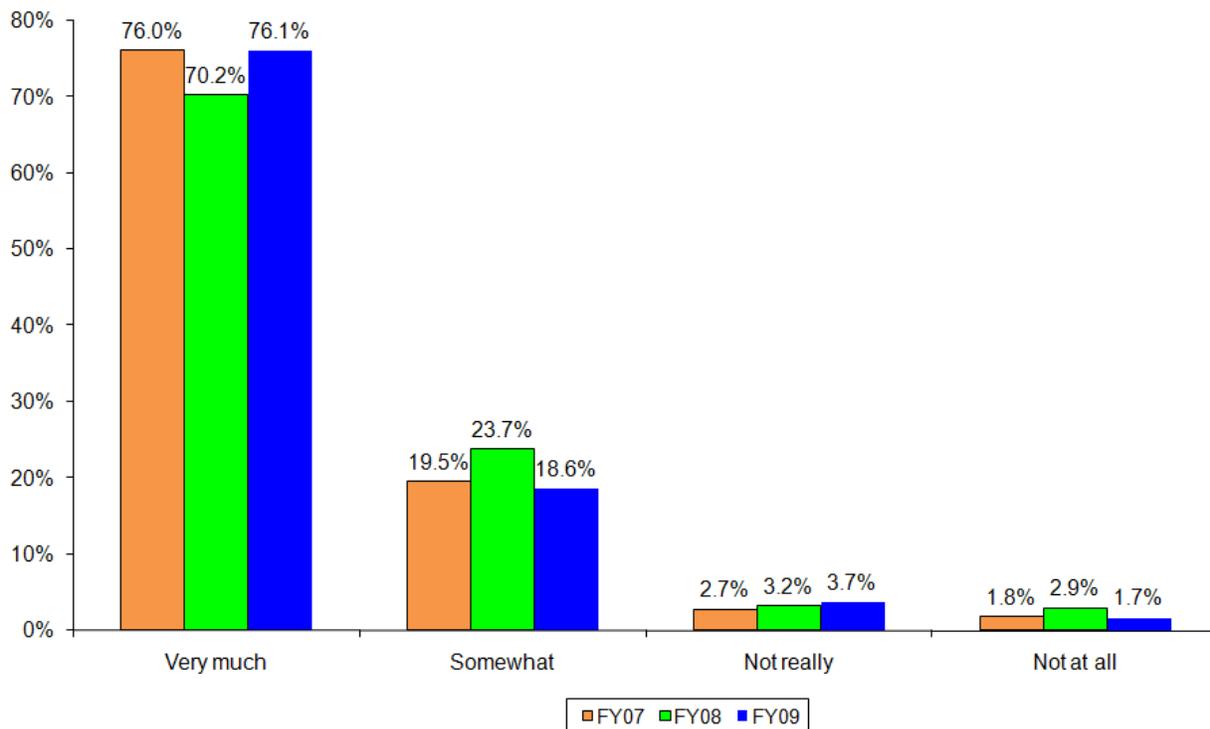
District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
3	L3	64	66.0%	21	21.6%	10	10.3%	2	2.1%	97
	M3	18	24.3%	45	60.8%	10	13.5%	1	1.4%	74
	S3	28	51.9%	22	40.7%	3	5.6%	1	1.9%	54
	Total	110	48.9%	88	39.1%	23	10.2%	4	1.8%	225
4	L4	8	40.0%	11	55.0%	0	0.0%	1	5.0%	20
	M4	32	43.8%	38	52.1%	3	4.1%	0	0.0%	73
	S4	38	46.9%	39	48.1%	3	3.7%	1	1.2%	81
	Total	78	44.8%	88	50.6%	6	3.4%	2	1.1%	174
5	M5a	51	48.1%	54	50.9%	1	0.9%	0	0.0%	106
	M5b	42	53.2%	33	41.8%	2	2.5%	2	2.5%	79
	S5	36	58.1%	23	37.1%	3	4.8%	0	0.0%	62
	Total	129	52.2%	110	44.5%	6	2.4%	2	0.8%	247
6	L6	38	36.9%	47	45.6%	13	12.6%	5	4.9%	103
	M6	23	34.8%	39	59.1%	2	3.0%	2	3.0%	66
	S6	2	7.4%	19	70.4%	4	14.8%	2	7.4%	27
	Total	63	32.1%	105	53.6%	19	9.7%	9	4.6%	196
7	L7	32	37.6%	41	48.2%	9	10.6%	3	3.5%	85
	M7	36	37.9%	56	58.9%	3	3.2%	0	0.0%	95
	S7	19	33.9%	30	53.6%	4	7.1%	3	5.4%	56
	Total	87	36.9%	127	53.8%	16	6.8%	6	2.5%	236
8	L8	39	48.1%	30	37.0%	10	12.3%	2	2.5%	81
	M8	39	67.2%	18	31.0%	1	1.7%	0	0.0%	58
	S8	54	61.4%	32	36.4%	1	1.1%	1	1.1%	88
	Total	132	58.1%	80	35.2%	12	5.3%	3	1.3%	227
9	L9	51	58.0%	33	37.5%	3	3.4%	1	1.1%	88
	M9	22	47.8%	22	47.8%	0	0.0%	2	4.3%	46
	S9	9	15.5%	30	51.7%	15	25.9%	4	6.9%	58
	Total	82	42.7%	85	44.3%	18	9.4%	7	3.6%	192
10	M10a	59	66.3%	28	31.5%	2	2.2%	0	0.0%	89
	M10b	19	32.8%	35	60.3%	3	5.2%	1	1.7%	58
	S10	21	56.8%	12	32.4%	2	5.4%	2	5.4%	37
	Total	99	53.8%	75	40.8%	7	3.8%	3	1.6%	184
Unknown		4	80.0%	1	20.0%	0	0.0%	0	0.0%	5
Grand Total:		1033	48.1%	951	44.3%	127	5.9%	38	1.8%	2149

The Right Transportation Solution (Question 5)

Overall, Missourians had a very positive perception of the projects in this survey with 94.6% of the respondents stating that their local project was the right transportation solution. This was similar to the previous findings of 93.9% in FY08 and 95.5% in FY07.

Figure 9

Overall, do you think this project was the right transportation solution?



The standard deviation was 5.0% with seven projects falling more than one standard deviation outside the norm. The respondents for projects M3, M7, and S7 were significantly less likely to think their project was the right transportation solution than the respondents for the other twenty-seven projects. However, even the lowest scoring project (S7) was considered to be the right transportation solution by approximately three out of four respondents (76.4%). The respondents for projects M1, L8, L9, and S10 were significantly more likely to think their project was the right transportation solution than the respondents for the other projects. 100% of these respondents thought their project was the right transportation solution.

Table 12: Right Transportation Solution by Project and District

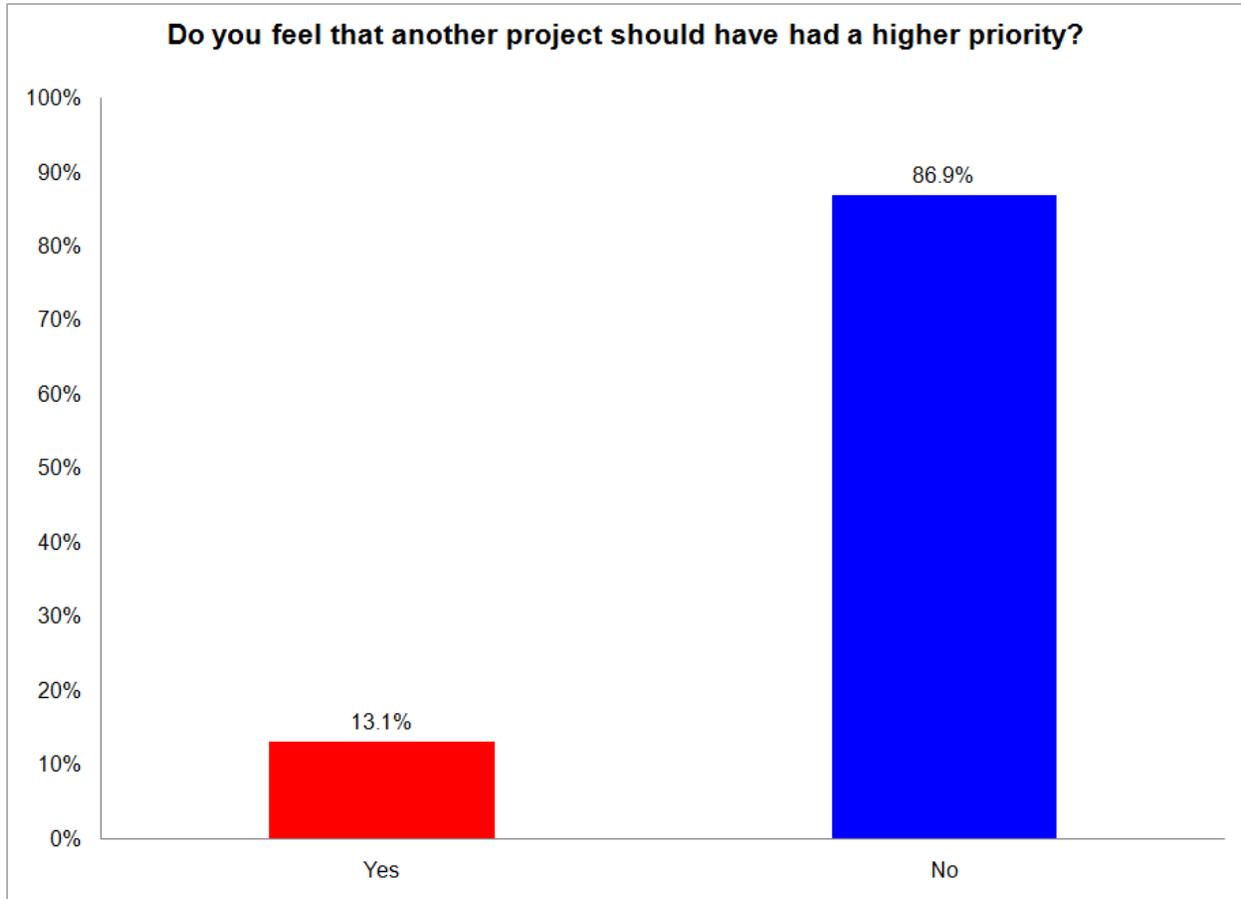
District	Project	Not at all		Not really		Somewhat		Very much		Total
1	L1	2	2.8%	2	2.8%	17	23.6%	51	70.8%	72
	M1	0	0.0%	0	0.0%	9	8.7%	94	91.3%	103
	S1	1	3.0%	0	0.0%	9	27.3%	23	69.7%	33
	Total	3	1.4%	2	1.0%	35	16.8%	168	80.8%	208
2	L2	2	2.3%	0	0.0%	9	10.2%	77	87.5%	88
	M2	2	1.8%	7	6.2%	18	15.9%	86	76.1%	113
	S2	0	0.0%	2	2.5%	8	9.9%	71	87.7%	81
	Total	4	1.4%	9	3.2%	35	12.4%	234	83.0%	282
3	L3	5	5.0%	1	1.0%	8	7.9%	87	86.1%	101
	M3	2	2.7%	9	12.3%	36	49.3%	26	35.6%	73
	S3	3	5.1%	2	3.4%	12	20.3%	42	71.2%	59
	Total	10	4.3%	12	5.2%	56	24.0%	155	66.5%	233
4	L4	0	0.0%	1	4.8%	5	23.8%	15	71.4%	21
	M4	0	0.0%	3	4.3%	23	32.9%	44	62.9%	70
	S4	1	1.3%	3	3.9%	17	22.4%	55	72.4%	76
	Total	1	0.6%	7	4.2%	45	26.9%	114	68.3%	167
5	M5a	1	0.8%	5	4.1%	25	20.3%	92	74.8%	123
	M5b	1	1.1%	5	5.6%	17	19.1%	66	74.2%	89
	S5	0	0.0%	1	1.4%	2	2.9%	66	95.7%	69
	Total	2	0.7%	11	3.9%	44	15.7%	224	79.7%	281
6	L6	1	1.0%	2	2.0%	15	14.9%	83	82.2%	101
	M6	0	0.0%	2	3.0%	11	16.4%	54	80.6%	67
	S6	1	2.9%	1	2.9%	10	28.6%	23	65.7%	35
	Total	2	1.0%	5	2.5%	36	17.7%	160	78.8%	203
7	L7	1	1.1%	6	6.8%	15	17.0%	66	75.0%	88
	M7	4	4.3%	9	9.7%	33	35.5%	47	50.5%	93
	S7	6	10.9%	7	12.7%	18	32.7%	24	43.6%	55
	Total	11	4.7%	22	9.3%	66	28.0%	137	58.1%	236
8	L8	0	0.0%	0	0.0%	9	10.1%	80	89.9%	89
	M8	0	0.0%	1	1.7%	6	10.2%	52	88.1%	59
	S8	1	1.1%	5	5.7%	18	20.5%	64	72.7%	88
	Total	1	0.4%	6	2.5%	33	14.0%	196	83.1%	236
9	L9	0	0.0%	0	0.0%	13	13.5%	83	86.5%	96
	M9	2	4.5%	2	4.5%	14	31.8%	26	59.1%	44
	S9	1	1.1%	5	5.6%	9	10.0%	75	83.3%	90
	Total	3	1.3%	7	3.0%	36	15.7%	184	80.0%	230

District	Project	Not at all		Not really		Somewhat		Very much		Total
10	M10a	0	0.0%	1	1.1%	9	10.3%	77	88.5%	87
	M10b	1	1.6%	1	1.6%	17	27.0%	44	69.8%	63
	S10	0	0.0%	0	0.0%	9	25.0%	27	75.0%	36
	Total	1	0.5%	2	1.1%	35	18.8%	148	79.6%	186
Unknown		0	0.0%	1	16.7%	0	0.0%	5	83.3%	6
Grand Total:		38	1.7%	84	3.7%	421	18.6%	1725	76.1%	2268

The Right Priority (Question 6)

At MoDOT’s request, a new question was asked this year to help investigate a potential reason why some respondents did not believe their project to be the right transportation solution. 13.1% of the respondents felt another project should have been commissioned before their particular project.

Figure 10



These respondents were not evenly distributed across the state. For example, only 1.1% of the respondents for Project S9 thought another project should have had a higher priority. On the other extreme, 33.3% of Project S6’s respondents thought another project should have had a higher priority than their project.

Figure 11: Priority Feedback by Project and District

District	Project	Yes		No		Total
1	L1	7	8.9%	72	91.1%	79
	M1	9	9.3%	88	90.7%	97
	S1	7	20.6%	27	79.4%	34

District	Project	Yes		No		Total
	Total	23	11.0%	187	89.0%	210
2	L2	6	7.1%	78	92.9%	84
	M2	3	2.7%	107	97.3%	110
	S2	11	14.7%	64	85.3%	75
	Total	20	7.4%	249	92.6%	269
3	L3	8	8.4%	87	91.6%	95
	M3	15	20.0%	60	80.0%	75
	S3	11	18.3%	49	81.7%	60
	Total	34	14.8%	196	85.2%	230
4	L4	4	17.4%	19	82.6%	23
	M4	10	14.1%	61	85.9%	71
	S4	17	21.8%	61	78.2%	78
	Total	31	18.0%	141	82.0%	172
5	M5a	24	20.3%	94	79.7%	118
	M5b	10	10.9%	82	89.1%	92
	S5	10	14.9%	57	85.1%	67
	Total	44	15.9%	233	84.1%	277
6	L6	7	6.5%	100	93.5%	107
	M6	14	21.2%	52	78.8%	66
	S6	15	33.3%	30	66.7%	45
	Total	36	16.5%	182	83.5%	218
7	L7	13	14.8%	75	85.2%	88
	M7	18	17.1%	87	82.9%	105
	S7	16	28.1%	41	71.9%	57
	Total	47	18.8%	203	81.2%	250
8	L8	7	7.9%	82	92.1%	89
	M8	11	17.7%	51	82.3%	62
	S8	8	9.0%	81	91.0%	89
	Total	26	10.8%	214	89.2%	240
9	L9	3	3.3%	87	96.7%	90
	M9	14	28.0%	36	72.0%	50
	S9	1	1.1%	93	98.9%	94
	Total	18	7.7%	216	92.3%	234
10	M10a	3	3.4%	86	96.6%	89
	M10b	9	14.1%	55	85.9%	64
	S10	8	22.9%	27	77.1%	35
	Total	20	10.6%	168	89.4%	188
Unknown		1	16.7%	5	83.3%	6
Grand Total:		300	13.1%	1994	86.9%	2294

The belief that another project should have taken priority over the local project appears to have made a significant impact on the overall results. The following table provides the actual numbers and percentages for both groups.

Table 13: Cross Reference of Questions 5 and 6

		5. Overall, do you think this project was the right transportation solution?								
		Not at all		Not really		Somewhat		Very much		Total
6. Do you feel that another project should have had a higher priority?	Yes	22	9.1%	39	16.1%	89	36.8%	92	38.0%	242
	No	13	0.7%	33	1.8%	295	15.9%	1517	81.6%	1858

Only 74.8% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 97.5% of those who did not believe another project should have been given priority. This is a very strong statistical difference and supports MoDOT's hypothesis that a respondent's belief that another project should have been commissioned first is a significant factor in their evaluation. However, it is important to note that this study cannot test casualty. There is clearly a strong link between these two factors. However, it is possible that the respondent's disagreement that a project was the right transportation solution is influencing their opinion on whether or not another project should have had a higher priority.

It can be very difficult to determine causality, and if this is important to MoDOT, they should commission a research study focused on this subject. However, no matter which factor is the dependent factor, MoDOT can help address this issue by publicizing the reasons why the projects that are selected are a priority.

Assuming the respondent's belief that another project should have had a higher priority affects the respondent's belief that their project was the right transportation solution, a regression analysis indicates that this effect would be responsible for 15% of the variance in beliefs that a project was the right transportation solution. 15% is a very strong effect as this is independent of the project itself given the assumption that the Q5 is the dependent variable.

Conclusions

MoDOT requested that three new questions be added to this year's study. The first new question (Question 3) clearly answered the question if there was a significant difference between the evaluations of those who lost property and those who did not. There was no significant difference. The second new question (Question 6) also clearly confirmed that there is a correlation between a respondent's belief that another project should have had a higher priority and his or her evaluation of whether or not a local project was the right transportation solution. While it is unclear which variable is the dependent one, if we assume that the priority question is the independent variable, this would explain 15% of the variance in the right transportation solution question. Both of these are valuable findings, but MoDOT should consider if there are any additional benefits to be gained by repeating these two questions next year.

The third new question enabled respondents to provide comments directly to MoDOT to help explain their answers and perspective. These comments were digitized and appear exactly as they were written as the last appendix of this report. Heartland recommends that this type of open-ended question be kept for the next survey.

The results from Question 7 (gender) were placed in an appendix. There were no significant differences between male and female responses. Heartland recommends that this question be dropped from next year's survey.

The overall results show that most Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. 92.8% of the respondents were either "very" or "fairly" familiar with the project roadway. 69.2% of the respondents were regular users of the affected roadway (defined as using it at least once per week). The majority of respondents thought that the project made the roadway safer (95.4%), more convenient (91.2%), less congested (82.7%), easier to drive (94.2%), better marked (92.3%), and was the right transportation solution (94.6%).

Appendices

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A. Methods and Technical Documentation

Following the methodology used in the previous year, it was determined to mail 400 surveys for each of the 30 projects for a total of 12,000 surveys. The sample of 400 people per project was initially selected by Heartland Market Research based upon geographical assumptions about which people would be likely to be most familiar with the project. The zip code recommendations were then reviewed by each of the ten MoDOT districts for input. In several cases the zip code selections were then revised based upon input from the districts.

Following last year's methodology, Heartland purchased the most recent State of Missouri's election list since this procedure had been approved by the State of Missouri in the previous fiscal year. According to the US Census, there are approximately 4.45 million adults in Missouri. Amazingly, slightly over 88% of these adults were available on the State of Missouri list. This makes the list of available names used in this project, by far, the most representative list of names possible to obtain. The tradeoff of using this list is that the number of invalid addresses would be higher than the number of addresses on a list obtained by a broker. In other words, this approach was expected to result in a more representative sample that would be more familiar with the projects (in the rural districts where enough addresses could not otherwise be obtained), yet have a greater number of invalid addresses.

In addition to the 12,000 mailed surveys, 50 people were randomly recruited in Pittsburg, Kansas to oblige a MoDOT request for input from some Kansans who were impacted by a project on the Missouri border (Project M7). Obtaining a satisfactory mailing list of Pittsburg residents proved to be unfeasible without delaying the mass mailing, so Heartland mailed the 12,000 surveys and then sent an employee to Pittsburg to randomly ask adults to complete the survey. The three criteria used for selection were 1) the respondent had to be an adult, 2) the respondent had to drive to Missouri at least occasionally, and 3) the respondent had to be willing to complete the survey. No incentives were provided.

B. Survey Instrument

The next two pages show the front and back side of the survey instrument. On the front page, the respondents' name and address were printed on a detachable part of the survey and this was visible through the mailing envelopes' windows. In the blank blue rectangle, a unique project description was printed for each of the thirty projects. The actual descriptions are available under Project Descriptions and Locations starting on page 5.

A unique bar code was printed on the side of each survey. This allowed the scanner to identify which project was associated with the survey. 26 surveys were returned with the bar code and project description either missing or so defaced that neither identification method was readable. In these cases, the readable data was entered and these response were given a project code of *Unknown*.



2008 MoDOT Project Survey

Dear Resident,

Please help us. The Missouri Department of Transportation is committed to providing you with a world-class transportation experience, and we need your feedback on our progress in making Missouri roads smoother and safer. We know you expect MoDOT to get the best value out of every dollar spent, and the best way to measure our progress is to ask our customers. Therefore, we ask you to take a short survey on a recent MoDOT project in your area.

We are working with Heartland Market Research LLC to develop and conduct this survey. Your responses will be kept confidential, and your participation is voluntary. If you prefer to not answer a question, please leave it blank and continue to the next question. The survey should take about 5 minutes to complete, and you can return the survey to us in the postage paid envelope that is enclosed. Thank you for taking your time to help us get even better.

Sincerely,

Pete K. Rahn
Director, Missouri Department of Transportation

In recent years, MoDOT completed a project in your area on:

The questions on this survey refer to this project.

Please use a pencil or a blue or a black pen to complete the survey.



1. Are you familiar with this roadway?

- Not at all
- Somewhat
- Fairly well
- Very well

2. How often have you used this section of the road in the past month?

- Never
- A few times
- Once a week
- Twice a week
- Most weekdays
- Almost every day

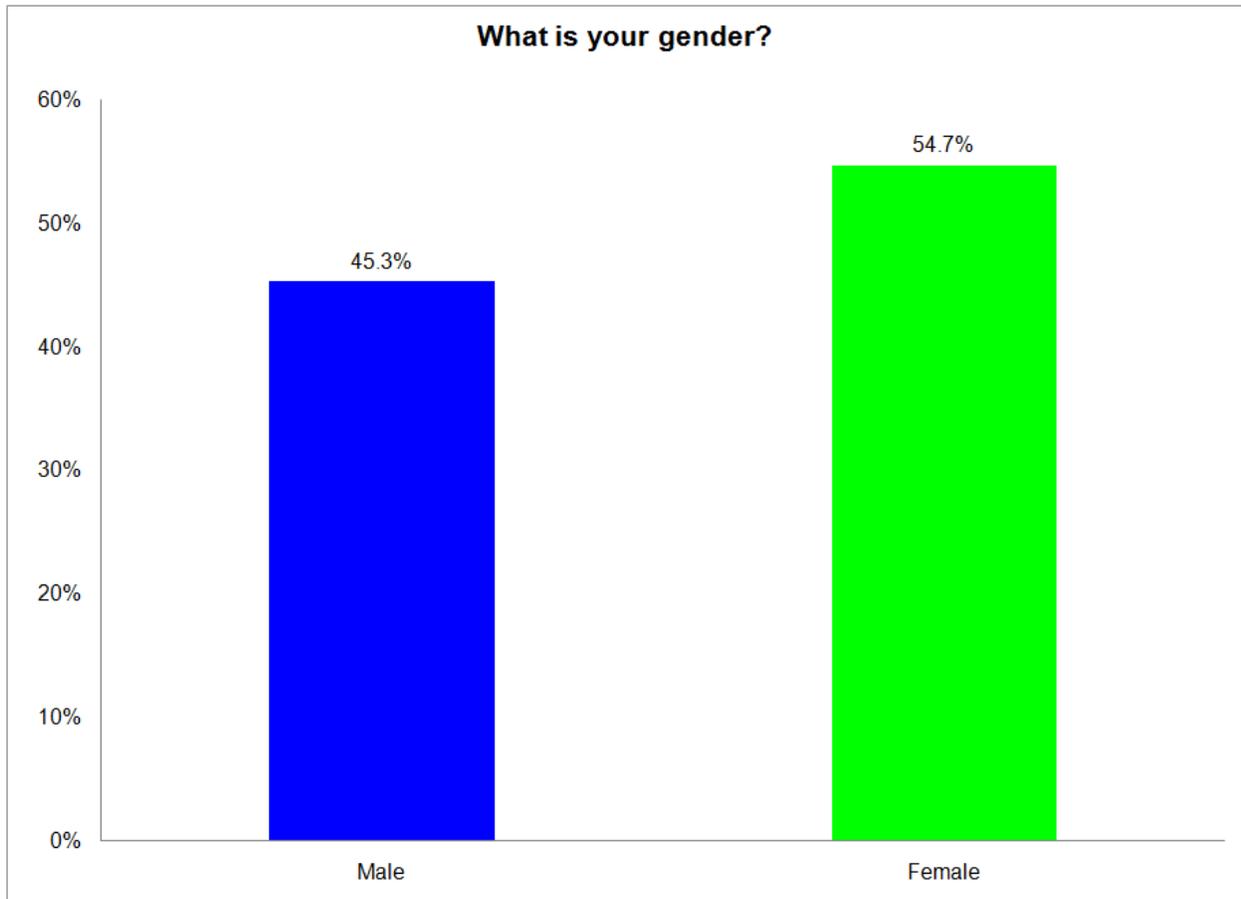
3. Did you lose property to build the project?

- Yes
- No

C. Gender (Question 7)

Question seven captured the respondent’s gender.

Figure 12



A slight majority of the respondents were women, representing 54.7% of the overall respondents. The percentage of men and women varied more widely from project to project as shown in the following table.

Table 14: Respondent Gender by Project and District

District	Project	Male		Female		Total
1	L1	31	36.9%	53	63.1%	84
	M1	46	43.8%	59	56.2%	105
	S1	26	63.4%	15	36.6%	41
	Total	103	44.8%	127	55.2%	230
2	L2	42	45.2%	51	54.8%	93
	M2	60	52.2%	55	47.8%	115
	S2	26	30.6%	59	69.4%	85

District	Project	Male		Female		Total
	Total	128	43.7%	165	56.3%	293
3	L3	43	43.9%	55	56.1%	98
	M3	26	32.9%	53	67.1%	79
	S3	35	53.0%	31	47.0%	66
	Total	104	42.8%	139	57.2%	243
4	L4	15	46.9%	17	53.1%	32
	M4	37	48.1%	40	51.9%	77
	S4	41	45.6%	49	54.4%	90
	Total	93	46.7%	106	53.3%	199
5	M5a	59	46.5%	68	53.5%	127
	M5b	48	49.5%	49	50.5%	97
	S5	36	49.3%	37	50.7%	73
	Total	143	48.1%	154	51.9%	297
6	L6	58	52.3%	53	47.7%	111
	M6	32	39.0%	50	61.0%	82
	S6	21	42.9%	28	57.1%	49
	Total	111	45.9%	131	54.1%	242
7	L7	36	40.4%	53	59.6%	89
	M7	46	41.4%	65	58.6%	111
	S7	29	46.8%	33	53.2%	62
	Total	111	42.4%	151	57.6%	262
8	L8	51	53.7%	44	46.3%	95
	M8	32	46.4%	37	53.6%	69
	S8	42	41.2%	60	58.8%	102
	Total	125	47.0%	141	53.0%	266
9	L9	38	38.8%	60	61.2%	98
	M9	28	49.1%	29	50.9%	57
	S9	46	48.4%	49	51.6%	95
	Total	112	44.8%	138	55.2%	250
10	M10a	41	44.6%	51	55.4%	92
	M10b	35	49.3%	36	50.7%	71
	S10	19	46.3%	22	53.7%	41
	Total	95	46.6%	109	53.4%	204
Unknown		3	50.0%	3	50.0%	6
Grand Total:		1128	45.3%	1364	54.7%	2492

There was no significant impact of gender on Tracker Measure 9i. 94.1% of men and 95.0% of women thought their project was the right transportation solution.

Table 15: Cross Reference of Questions 5 and 7

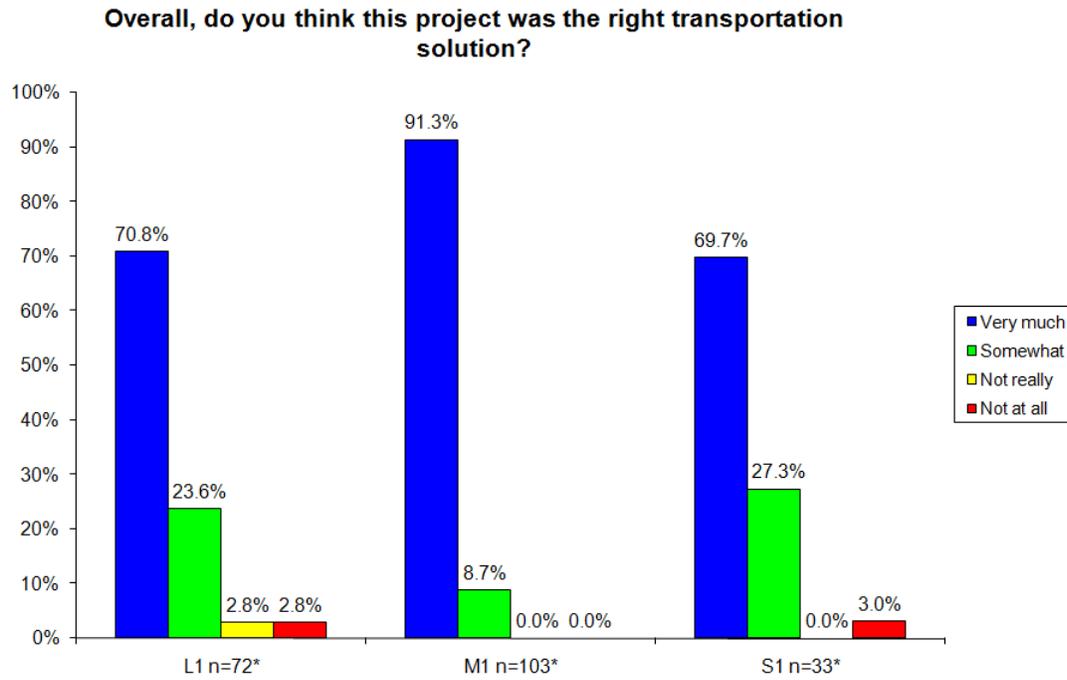
		5. Overall, do you think this project was the right transportation solution?								
		Not at all		Not really		Somewhat		Very much		Total
7. What is your gender?	Male	18	1.8%	42	4.1%	193	18.8%	772	75.3%	1025
	Female	20	1.7%	40	3.3%	217	18.2%	918	76.8%	1195

D. Right Transportation Solution Charts by District and Project

The results from the right transportation solution question have been graphically provided for each project. Readers should use caution when using the information provided to compare projects. Statistically, it is very safe to compare overall results from fiscal year 2009 to previous fiscal years. The margin of error for all three years has been approximately 2%. Since the margin of error can go either way (e.g., low in one year and high in another), the margins of error are cumulative. Therefore, we can be 95% confident that differences between years are truly real changes if the overall difference is at least 4%.

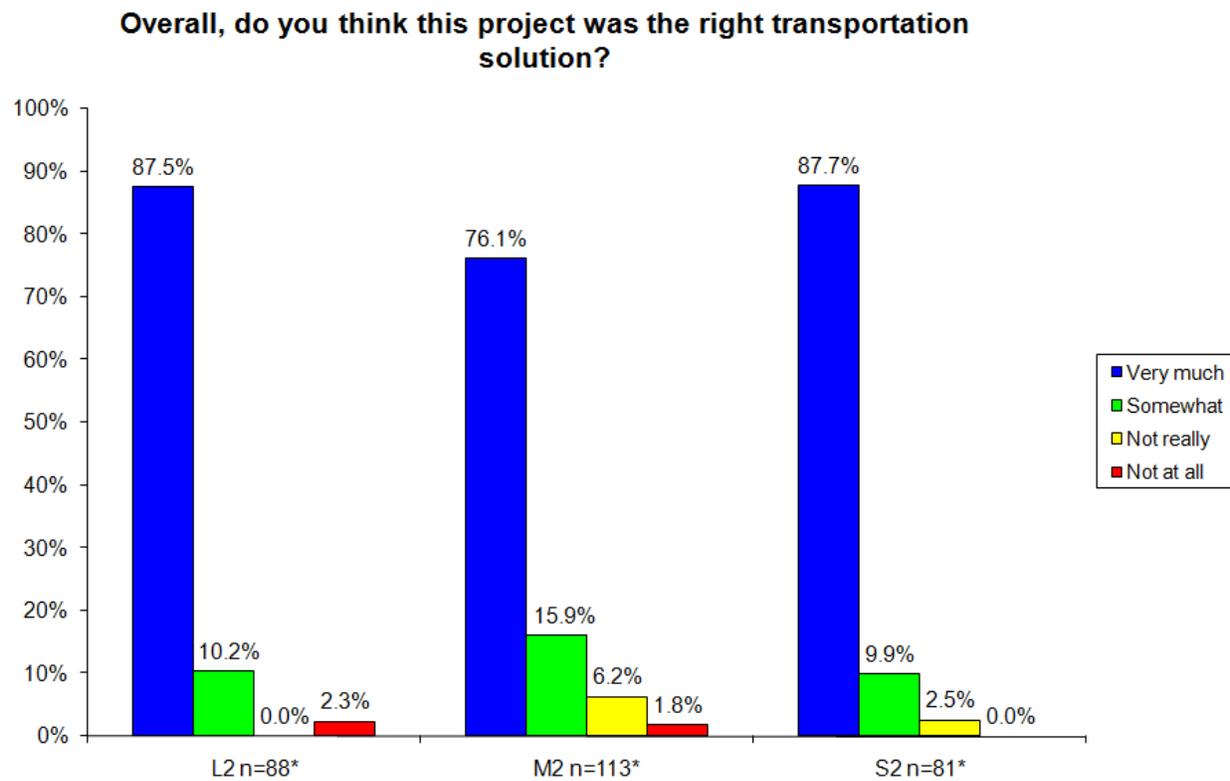
However, the margin of error increases as the sample size decreases. The general margin of error for the results presented in this appendix range from a low of 9.0% for Project M5a (n=123) to a high of 21.8% for Project L4 (n=21). However, despite these statistical concerns, these graphs do provide some useful information. For example, many projects were overwhelmingly the right transportation solution in the eyes of the respondents. The question that can be raised by these graphs is why do a few projects have much lower levels of support than other projects?

Figure 13: District 1



*total n excludes respondents answering "Don't know / not sure" to this question

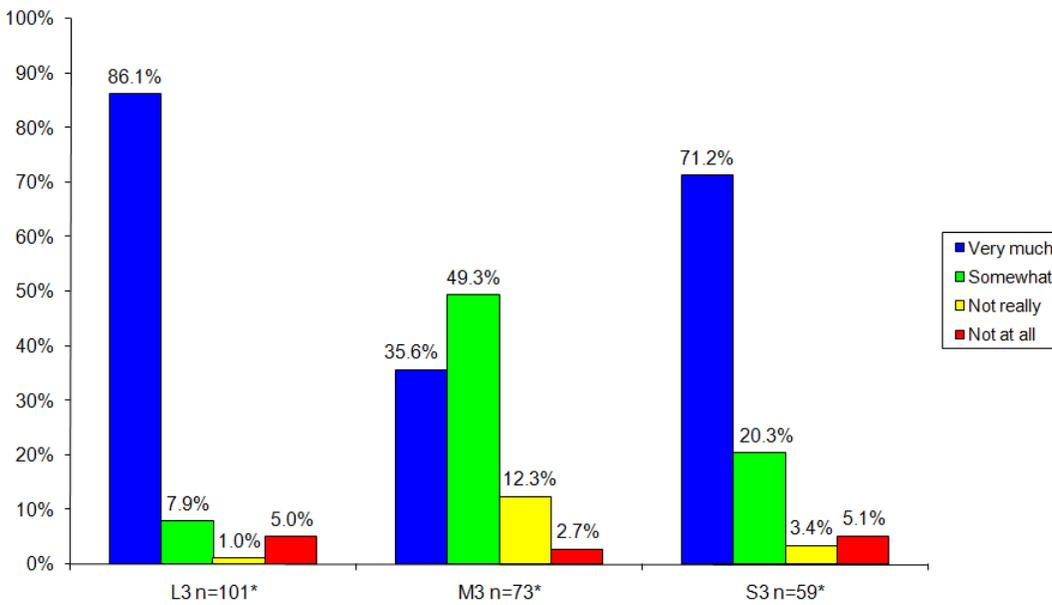
Figure 14: District 2



*total n excludes respondents answering "Don't know / not sure" to this question

Figure 15: District 3

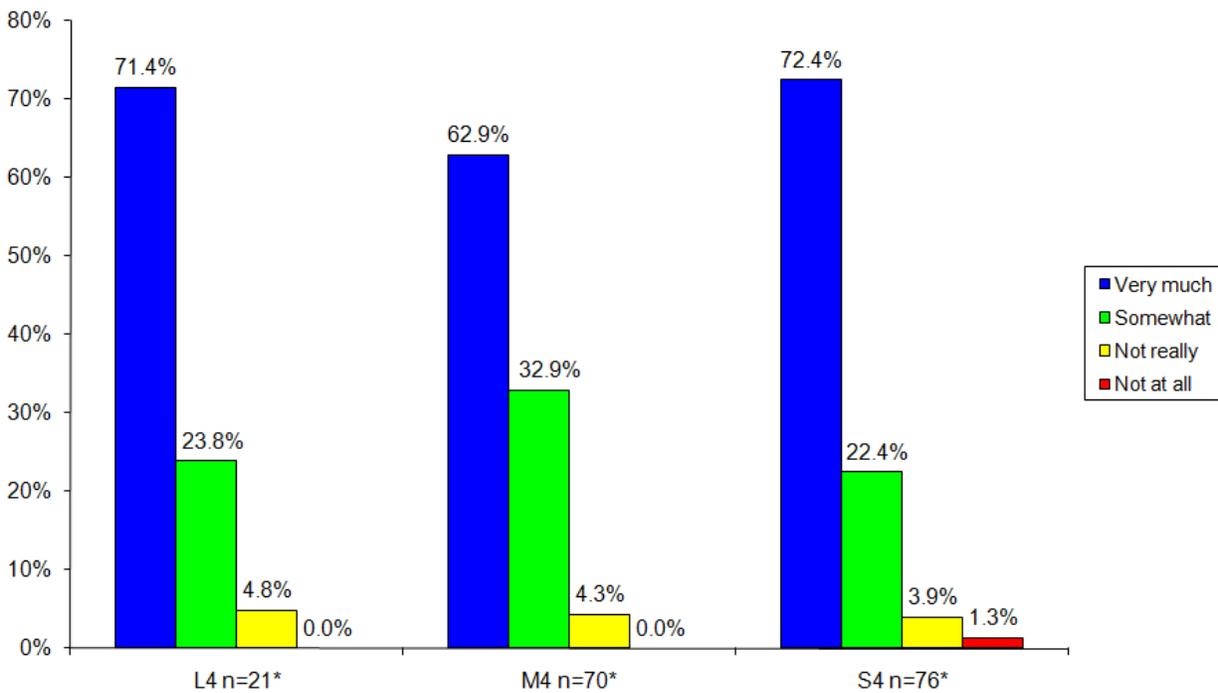
Overall, do you think this project was the right transportation solution?



*total n excludes respondents answering "Don't know / not sure" to this question

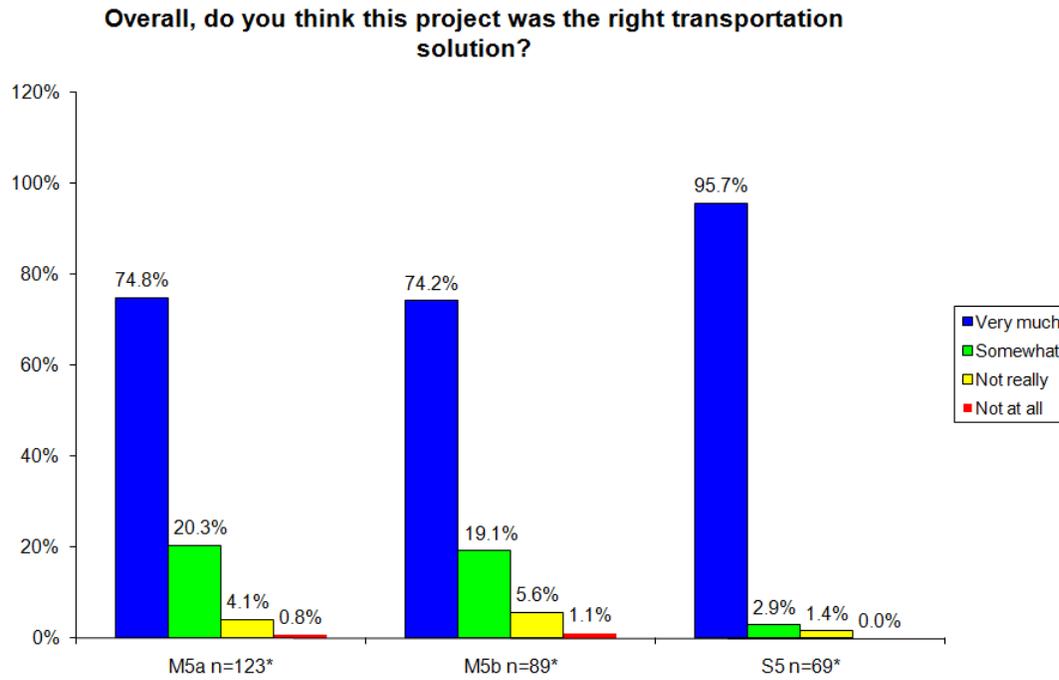
Figure 16: District 4

Overall, do you think this project was the right transportation solution?



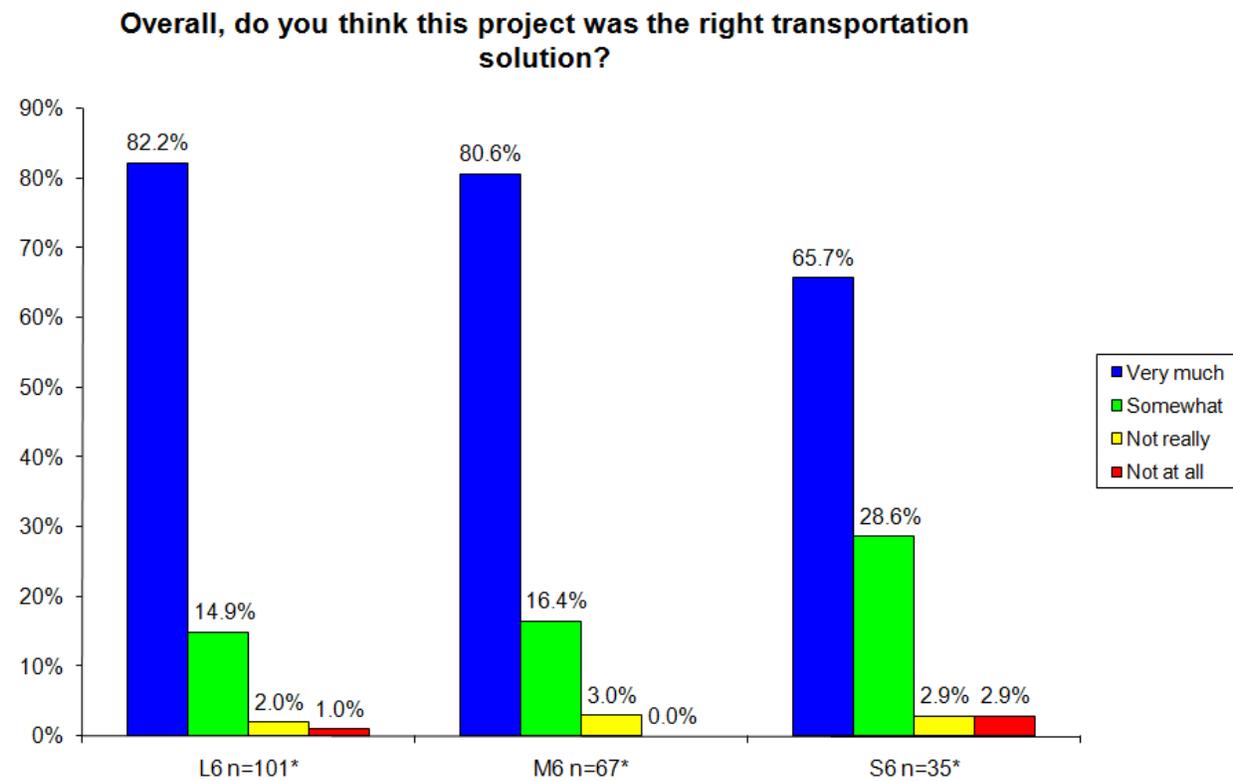
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 17: District 5



*total n excludes respondents answering "Don't know / not sure" to this question

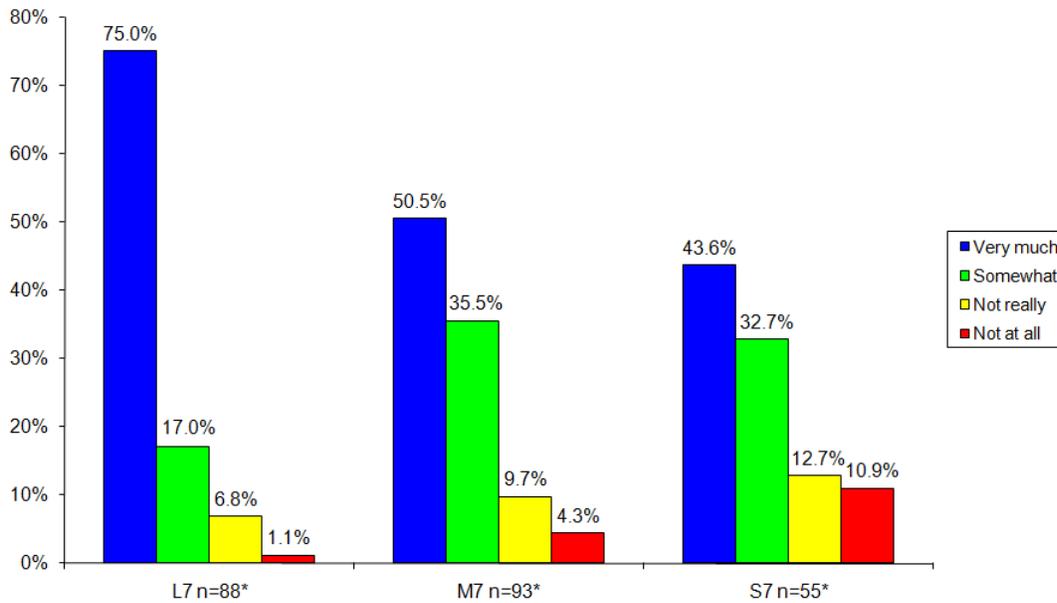
Figure 18: District 6



*total n excludes respondents answering "Don't know / not sure" to this question

Figure 19: District 7

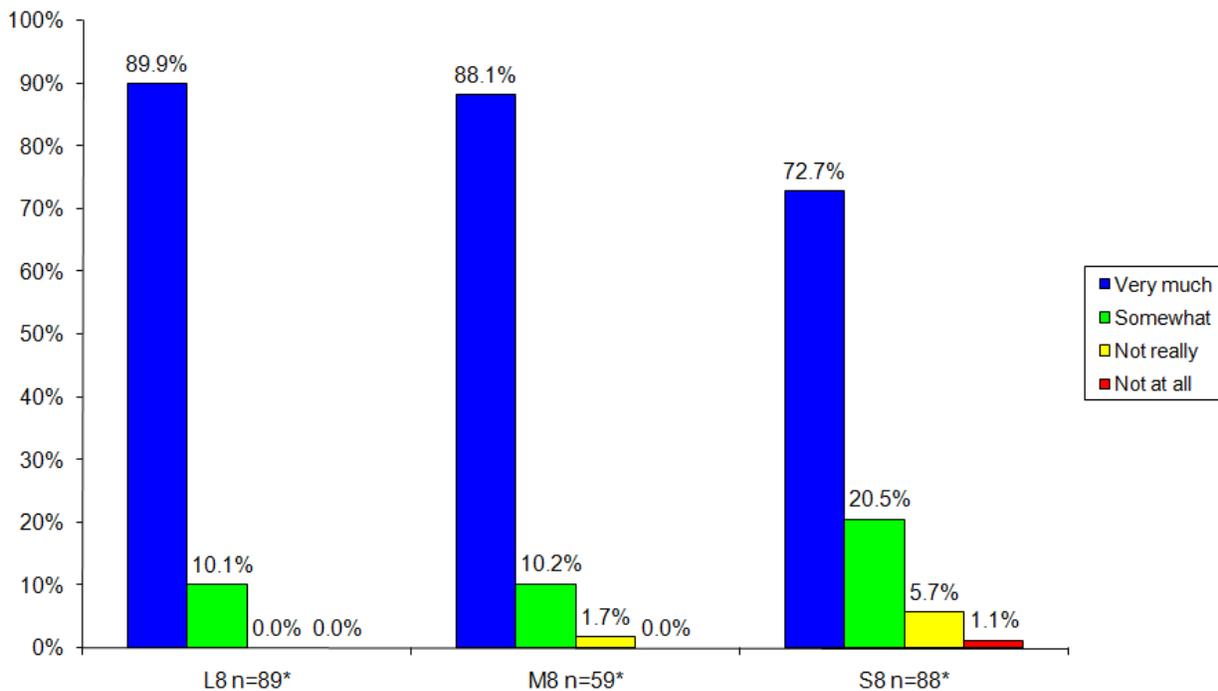
Overall, do you think this project was the right transportation solution?



*total n excludes respondents answering "Don't know / not sure" to this question

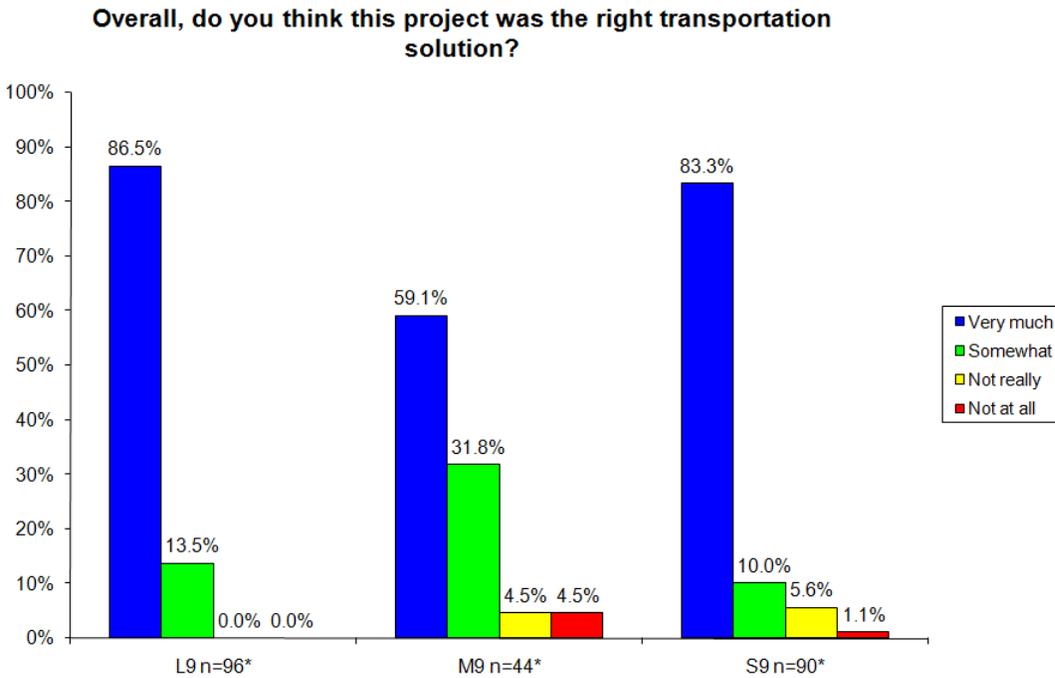
Figure 20: District 8

Overall, do you think this project was the right transportation solution?



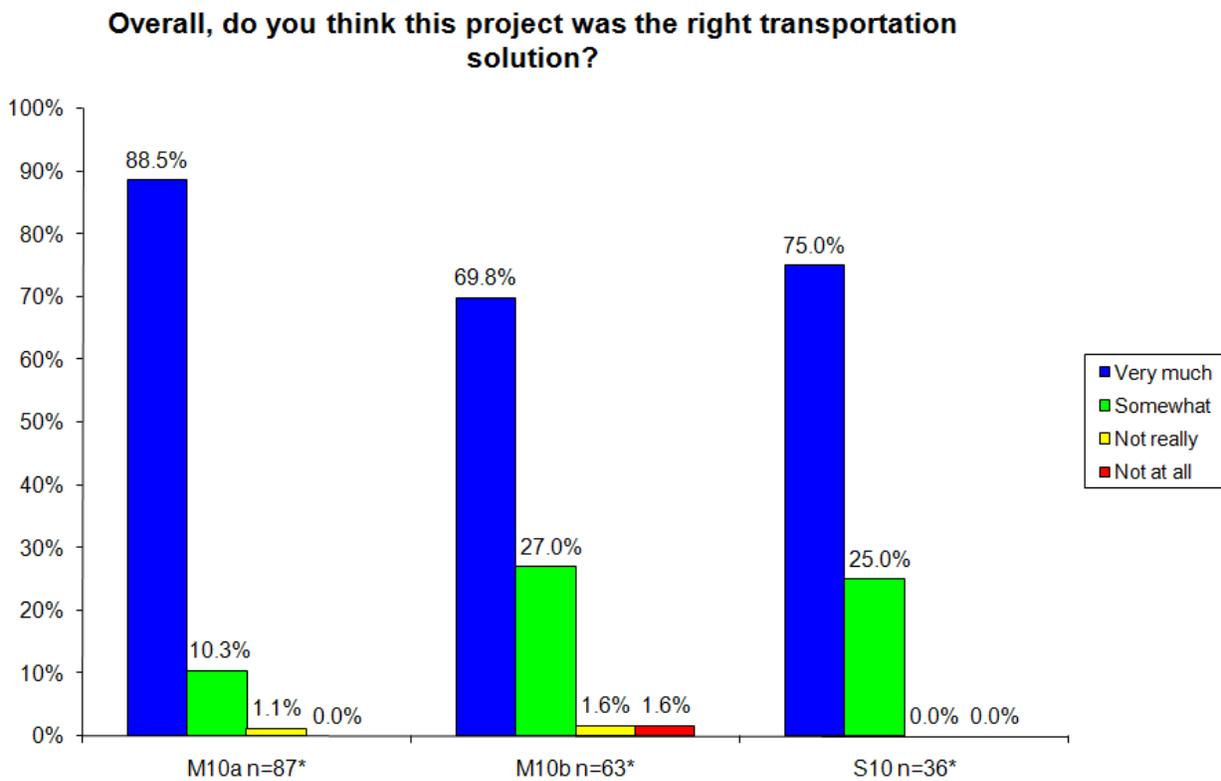
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 21: District 9



*total n excludes respondents answering "Don't know / not sure" to this question

Figure 22: District 10



*total n excludes respondents answering "Don't know / not sure" to this question



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